

Weekend Relief Family Service Coordinator, Ronald McDonald House Boston Harbor

Reports to: Director of Operations

Hours: Weekend Relief Family Service Coordinators are part-time, hourly employees.

Saturday: 9-5 , Sunday 9-5, Holidays and on call as needed. Hours vary based upon availability and on family needs

Overview Summary

Located in Charlestown, MA, the Ronald McDonald House® at Boston Harbor is the premier core program of the Ronald McDonald House Charities® of Eastern New England. Since 1986, RMHC® of Eastern New England has supported the health and wellbeing of children and families throughout Eastern New England. The RMH Boston Harbor is the third Ronald McDonald House® in this area. Unlike a traditional House, RMH Boston Harbor leases and operates private one-bedroom apartments which are used by families whose children are receiving extended medical care at Boston area hospitals. The program currently includes eight family-use apartments plus one community/office space. The organization intends to continue growing the program until the needs of its population have been met. www.rmhbostonharbor.org

About:

Relief Family Service Coordinators are responsible for the smooth administration of the Ronald McDonald House Boston Harbor during their scheduled shifts. Relief Family Service Coordinators cover primarily weekend shifts including Saturdays 9-5, Sundays 9-5, holidays, and staff vacations as needed.

Essential Functions

The Relief Family Service Coordinator is responsible for the following areas:

- Guest Services and Relations
- Examples: Maintaining a compassionate and caring atmosphere; Checking families in and out
- Volunteer and Community Relations
- Preparing apartments for incoming families
- Examples: Serving as liaison with volunteers; Providing meaningful tasks and thanking volunteers appropriately
- Administrative Functions
- Examples: Scheduling occupancy of guest rooms; Proper enforcement of House policies
- Professional Development and Demeanor

Requirements

- The ideal candidate will have both weekday and weekend availability throughout the month
- Knowledge of Google Drive, Microsoft Word and Excel; Ability to easily learn a new database system
- Strong written and verbal communication and interpersonal skills
- Good organizational, time management, customer service and problem-solving skills

- Ability to work with a diverse group of constituents (families, volunteers, donors, staff) while maintaining professional boundaries
- Ability to work accurately, with interruptions
- Ability to be self-directed; work well independently and as part of a team
- Ability to exercise flexibility, initiative, good judgment and discretion
- Ability to lift 10 pounds

Applying:

PLEASE SUBMIT COVER LETTER AND RESUME TO Ellen@RMHCENE.ORG

Salary: \$14-\$16 an hour depending on experience