



Hospital Programs Coordinator Ronald McDonald House Houston

Job Posting 05/04/2021

Program Location: RMH inside Texas Children's Hospital

FLSA STATUS: Full-time, exempt, 9:30 AM – 6:00 PM, Monday – Friday.

Additional hours are required outside of normal business hours or as set forth by the demands of the position up to and including holidays.

REPORTS TO: Chief Executive Officer (CEO)

OVERVIEW: The primary responsibility of the Hospital Programs Coordinator is to provide onsite leadership for the continuity of care to families utilizing the House and 10 Ronald McDonald House Family Rooms inside Texas Children's Hospital (TCH). This person supervises a team and works independently to ensure smooth day to day operations, volunteer programs and facilities within the multiple floor locations.

RESPONSIBILITIES

Operations / Family Relations:

- Support House Manager and volunteer roles as needed, stepping in to help register families, check families in/out, conduct tours, and open/close the House for the day
- Monitor family registrations and guest database, ensuring all information is accurate
- Identify special family situations and facilitate conflict resolution with hospital staff, approving policy exceptions or restricting family access as appropriate
- Supervise weekly supply orders, ensuring that supplies are well-stocked and ordered in a timely manner
- Maintains strong rapport with hospital leadership and develop mutually beneficial partnerships with various departments within RMH Houston and TCH
- Learn and adapt to new tech updates and train staff to utilize various programs
- Cooperate with multiple IT support entities to oversee computer program updates, resolution of computer issues, and computer hardware upgrades
- Receive, check, correct, and approve monthly statistics for Hospital Programs
- Monitor submission of monthly statistic reports and for Hospital Programs. Serve as back-up and complete stats and reports in whole for any managers in their absence
- Compile, calculate, and format annual YTD Hospital Programs Statistics reports
- Create and maintain Procedures documents for staff reference/training

Staff / Leadership:

- Oversee all RMH at TCH staff, providing training, feedback, and updates in policies and procedures
- Ensure timesheet accuracy, edit timesheets, approve PTO, and complete payroll
- Arrange for staff coverage for holidays, scheduled PTO, and last-minute staff shortages
- Maintain staff schedule through Outlook and ensure appointments are accurate
- Prepare annual evaluations, working with staff to achieve departmental and organizational goals
- Schedule, organize, and lead periodic staff meetings
- Develop job descriptions, review resumes, interview, and hire new staff as needed
- Address complaints regarding staff, coaching staff and taking disciplinary steps when necessary



Family Activities / Donors:

- Collect donor forms weekly, identify donors in Raiser's Edge, accurately record donations, and review forms for accuracy before submitting
- Manage photos and photo releases and contribute to RMH's social media campaign
- Ensure that family activities are well-supported, with adequate staff support scheduled and monitor activities for visitor policy and food safety compliance
- Communicate with potential donors to help them understand our needs and help them schedule meals or donation drop-offs
- Participate in efforts to solve food insecurity challenges among our inpatient families and work toward finding ways to increase meal availability

Facility Management / Safety:

- Monitor facility structures including equipment, appliances, décor and furniture, escalates urgent maintenance needs within TCH departments, and advocates for upgrades to facility when appropriate
- Prepare for and participate in inspections of RMH spaces, making corrections and problem solving after receiving results
- Create, edit, format, translate, and monitor signage throughout RMH spaces
- Assign and facilitate ServSafe Food Manager certification for staff
- Be aware of security issues within RMH and ensure all RMH guests meet required TCH security clearances
- Responsible for incident reporting in the event of an emergency involving a family or patient
- Able to remain calm and decisive in emergency and inclement weather situations, maintaining clear communication with staff, hospital leadership, and volunteers
- Ensure that HIPAA regulations are being always met by volunteers and staff

Financial Responsibilities:

- Handle cash, credit card, and check donations responsibly, ensuring proper documentation
- Manage sales of RMH merchandise, recording sales and taking payments
- Responsible for business-issued credit card, making purchases when needed
- Complete monthly expense reports, compile, and code receipts, and submit for approval and payment
- Monitor petty cash, keeping an accurate count and making change when needed
- Cooperate with various TCH units to utilize monthly budgets allocated to RMH

Volunteers / Interns:

- Responsible for new volunteer onboarding, including monitoring clearance progress and communicating with volunteers throughout the process, assisting with interviews, and scheduling volunteer orientation and training sessions
- Manages new and existing volunteers to ensure compliance with volunteer guidelines, HIPAA, food safety, and TCH annual requirements
- Guides volunteers through the process of annual required vaccines, TB tests, annual training, and more, collecting documentation and communicating with noncompliant volunteers
- Provides ongoing assessment of individual volunteer performance and provides feedback to the appropriate person
- Promotes an atmosphere of support and appreciation to ensure volunteers feel satisfied and successful in their contribution of time
- Maintain an accurate volunteer schedule, constantly monitoring for periods of low volunteer coverage
- Arrange extra shift coverage when needed, either by reaching out to substitute volunteers to cover critical shifts or coordinating additional staff coverage



- Send daily schedule summaries to all staff, updating throughout the day to reflect last-minute volunteer cancellations and/or shift sign-ups
- Monitor time sheet reports and communicate with volunteers who are not meeting attendance requirements. Take steps to remove them from the schedule and/or program if needed
- Nominate and prepare volunteers for the Volunteer Trainer program
- Serve as an Administrator for the Volunteer Hub program and educate staff and volunteers as needed
- Work with volunteers to change shift times, change volunteer locations, or accept their resignations from volunteering, and communicate these changes to all parties involved
- Review intern applications each semester, assist with interviews, and participate in the selection process
- Assist interns with various projects and family activities
- Communicate with each intern's college and submit timesheets and feedback as requested

QUALIFICATIONS

Required

- Bachelor's degree and a minimum of five years' relevant work experience
- Previous experience supervising staff and a large volume of volunteers
- Previous experience working with a diverse population and public service
- Excellent interpersonal skills: patience, compassion, outgoing, tactful, assertive, honest, trustworthy, and professional in manner and demonstrates supportive and cheerful behavior
- Excellent customer service skills inclusive of external and internal customers as demonstrated by establishing a warm rapport, is an empathetic and focused listener, speaks respectfully to the families and co-workers, and always put the families' needs above your own needs
- Ability to thrive in a fast-paced environment and multi-tasking and delegating effectively
- Ability to function responsibly and autonomously as demonstrated by excellent decision-making skills, sound judgment and a high comfort level to exercise authority
- Excellent presentation and public speaking and community relations skills
- Proficient knowledge of Microsoft Office products and able to easily adapt to new technology
- Excellent organizational skills, attention to details, and verbal and written communication skills
- Embraces frequent policy/program changes and implements these changes with flexibility and positivity

Preferred

- Proficient in speaking Spanish, ability to write in Spanish is an additional plus.
- Relevant personal volunteer experience supporting families and children in times of stress.
- Previous experience functioning within a hospital environment and navigating HIPAA regulations, especially working in a social services capacity.
- ServSafe Food Manager certified

This job description reflects an assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. Other duties and tasks may be assigned to this job at management discretion.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



- While performing the duties of this job the employee is regularly required to walk long distances, sit and stand; use hands to finger manipulation, handle, feel, reach with arms and hands, and talk or hear
- The employee may be required to lift to 25 pounds
- The vision requirements include close, distance, peripheral, and depth perception

WHO WE ARE

Ronald McDonald House Houston (RMH Houston) offers a home away from home providing care, compassion and hope to families with seriously ill children being treated in Texas Medical Center member institutions. For more than three decades, we have been helping families with seriously ill children stay close together during difficult times. Today, that vision has grown to include the Holcombe House, a free-standing 70-bedroom home for longer-term stays; a house inside Texas Children's Hospital with 19 bedrooms; a house inside Children's Memorial Hermann Hospital with 14 bedrooms; ten family rooms inside Texas Children's Hospital; and a family room inside MD Anderson Children's Cancer Hospital.

HOW TO APPLY

If you are interested in joining this team in service to our community, please email your resume and cover letter to Cristina Vetrano, cvetrano@rmhhouston.org (713-795-3560).

In the subject line of your email, please include your name and the job title for this position ("Your name – Hospital Programs Coordinator").