



Ronald McDonald House Houston Job Description

TITLE: House Manager – Holcombe House
SCHEDULE: Full Time
REPORTS TO: Chief Operating Officer
FLSA STATUS: Non-Exempt. Hours as assigned. Additional hours are required outside of normal business hours or as set forth by the demands of the position up to and including holidays.

OVERVIEW: The primary responsibility of the Holcombe House Manager is to demonstrate a supportive role to the families and supervise shift volunteers. The Holcombe House Manager follows the core values, goals, objectives, and the mission of the Ronald McDonald House of Houston (RMHH) as set forth by the Board of Directors.

RESPONSIBILITIES:

ADMINISTRATION

- Communicates effectively the missions and needs of RMH Houston to families, visitors, volunteers
- In collaboration with the Operations Coordinator, ensures the welcome desk is staffed during shift
- Checks families in/out of the House and collects payments updating the family record on database and administrative files
- Maintains request list according to guidelines and informs families of status, moves family's status to confirmed list
- Respectfully communicates, clarifies, and enforces policies and procedures to the families/referral sources according to guidelines
- Verifies patient's appointment schedule
- Processes referrals and guest's request to stay per guidelines and policies
- Process and checks the status of guest's background checks
- Oversees check out process ensuring that rooms are clean and restocked
- Is familiar with emergency plan and performs emergency procedures as necessary
- Performs the shift task list duties
- Participates in shift change communication at beginning and end of shift including status of request lists, background checks, any special information about families and performs the petty cash report and key verification process together
- Performs other duties as assigned

FAMILIES RELATIONS

- Demonstrates an atmosphere of warmth, compassion and support to ensure a nurturing atmosphere to families at all times
- Oversees tours highlighting amenities are given to families checking in or perspective families
- Supports the role of the Family Activities Coordinator by interacting with family meal and activity groups and communicating any issues or concerns with groups are documented and give to the Family Activities Coordinator
- Assists with routine Holcombe House meetings with the families
- Meets the reasonable needs of all families in a caring way

HOUSE VOLUNTEERS

- Promotes an environment of appreciation toward volunteers and meal/family activity groups
- Interacts positively with front desk shift volunteers and supervises
- Communicates with Operations Coordinator and Volunteer Services Manager about vacant volunteer shifts, recruits coverage or provides themselves
- Communicates with volunteers to ensure they understand and are comfortable with all policies or procedures and are aware of any unique circumstances with a family
- Communicates with Operations Coordinator and Volunteer Services Manager about any unique situation with a volunteer
- Provides support for volunteers including ongoing training as necessary

FACILITY SUPPORT

- Observes the physical structure of the building (inside/outside) noting any maintenance/repair needs and communicates to the Operations Coordinator or maintenance crew on duty
- Monitors activity and maintains control of the facility usage by families and other guests, respectfully enforces policies when needed
- Responds appropriately to emergencies and incidents that may threaten the safety and security of the families and/or the facility

QUALIFICATIONS

Required:

- Bachelor's degree and a minimum of three years of work experience or the equivalent of five year's work experience
- Previous experience in working closely with people
- Excellent interpersonal skills: patience, compassion, outgoing, tactful, flexible, assertive, honest, trustworthy, professional in manner and demonstrates supportive and cheerful behavior
- 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
- Excellent organizational skills, attention to details, and verbal and written communication skills
- Proficient knowledge of Microsoft Office Suite

Preferred:

- Proficient in speaking Spanish, ability to write in Spanish is an additional plus
- Previous experience working with volunteers and/or families and children in times of stress



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, 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 up 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 Careers@Rmhouston.org

In the subject line of your email, please include your name and the job title for this position ("Your name – House Manager - Holcombe House) and also include your preferred shift