

## **Ronald McDonald House Charities New England (Providence) Weeknight/Weekend Relief Manager Job Posting**

### **Position Summary:**

This is a part-time, non-exempt position, reporting directly to the Director of Operations. The Relief Manager provides primary, on-site supervision of the House while on shift between the hours of 5-9pm on weekdays and 9pm (Friday)-9pm (Sunday) on weekends, not to exceed 24 hours per week. During weekend shifts, the expectation is the Relief Manager will maintain a normal sleep schedule, however; that sleep may be interrupted at times to deal with any House issues/emergencies. This individual will remain on the premises throughout their shift and assist with House duties as needed. This position requires the incumbent to work a minimum of 52 hours per month.

### **Compensation:**

This position is part-time and does not include benefits. The pay rate is \$14.00-\$16.00 hourly.

### **Minimum Qualifications:**

- \*Strong communication and interpersonal skills
- \*Experience working with diverse groups, prior social service experience preferred
- \*Warm, approachable, empathetic personality
- \*Ability to adapt and remain composed during stressful/crises situations
- \*CPR certified (or willing to become certified)
- \*Must be at least 21 years of age

### **Responsibilities:**

- \*Managing crisis/emergency situations which may arise during the shift, including but not limited to: emergency check-ins from the hospital, family members getting locked out, phone calls, maintenance problems, and security or fire emergencies
- \*Assume primary responsibility for closing up and securing the house in the pm, opening the House in the am, and completing housekeeping duties as needed to ensure a clean and welcoming space.
- \*Maintaining a high standard of hospitality, making families as comfortable as possible throughout their stay at RMHC by promoting an atmosphere of warmth and support in the House, providing a listening ear for volunteers' and families' concerns and suggestions, and interacting in a compassionate and respectful manner
- \*Maintain daily communication with the Operations staff while on shift
- \*Assessing situations and following the proper protocol for emergencies
- \*Remaining on the premises at all times
- \*Assume responsibility for administrative tasks assigned by the Director of Operations and/or Chief Operating Officer
- \*Operate according to established policies and procedures
- \*Participate in on-call rotation
- \*Report maintenance issues to the appropriate person
- \*Participate in monthly staff meetings
- \*Aid in planning the volunteer brunch

**Please forward all inquiries to [sczekalski@rmhcne.org](mailto:sczekalski@rmhcne.org) by 10/10/20. No phone calls please.**

