

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

Performance Review: Performance to be reviewed with the Director of Operations annually.

Interested parties, please send resume to sczekalski@rmhcne.org, no phone calls please.