



Ronald McDonald House Charities New England (RMHCNE)

Title: House Manager Ronald McDonald House Providence

Reporting Relationship: Reports to the Chief Executive Officer

Supervise: Assistant House Manager, Volunteer Coordinator, Resident Night Manager, Maintenance Technician, and Overnight and Weekend Relief staff

Exempt/Non-Exempt: Exempt - Salaried and benefited position

GENERAL SUMMARY:

Ronald McDonald House Charities® of New England is a home away from home, providing comfort and Family-Centered care programs for pediatric patients and their families being treated at the top medical facilities in New England. The House Manager is responsible for managing and overseeing the day-to-day operations of the Providence, Rhode Island Ronald McDonald House and all staff, programs and services provided through the Chapter's Providence location. This includes but is not limited to managing and supervising all components of the family intake and stay experience; family referral process, volunteer services; monitoring facility operations/maintenance; the RMHCNE Family Room located at Hasbro Children's Hospital; working closely with area hospital medical personnel; supervising the work is primarily performed Monday through Friday, with the understanding this position can routinely require work outside the normal business hours for events, emergencies and house coverage. This position works in collaboration with the Chief of Staff, Advancement team, Finance team, and the staff of the Boston Harbor Ronald McDonald House. The House Manager/Providence reports to the Chief Executive Officer of the New England Chapter who sets direction and vision for the Chapter. A thorough understanding of housing programs that are delivered in a compassionate and nurturing environment is required.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Administration

- a. Oversee 24/7/365 coverage for the Providence House, including staffing, guest/family stays of Providence location programs.
- b. Maintain a positive House environment and follow the HR Manual, Operations Manual, and General Administrative Practices and Guidelines.
- c. Assist in the development and administration of the budget as it pertains to Providence House operations /location programs.
- d. Update operational systems and operations manual in coordination and approval with the Chief Executive Officer.
- e. Work to create cost-saving initiatives.
- f. Keep staff updated/fully informed about pertinent House interactions, volunteer groups and operations; working collaboratively with members of the Advancement team regarding volunteers and mission moments.
- g. Take responsibility and initiative for problem solving areas that directly pertains to the position.
- h. Work collaboratively with the operations staff at the Ronald McDonald House at Boston Harbor and in conjunction with the CEO, works collaboratively with the Chapter's two Care Mobiles (both Worcester and Providence).
- i. Participate in RMHC Global webinars, orientations, and trainings. Become fully versed in RMHC Global's pillar of Family-Centered Care; reviewing relevant research and becoming one of the Chapter's experts in this area.
- j. Oversees Providence House data inputs and report generation on the Chapter's Arveva data-management system.

2. Family/Guest Services

- a. Oversee the safety of guests/families, reinforce House policies, and assist the CEO in developing and implementing policies around Covid 19. Manage any family/guest challenges or issues.
- b. Create, implement and promote Family-Centered care programs and services for families (with a special emphasis on virtual programming and shared programming with the Boston Harbor House during the continued Covid 19 pandemic).
- c. Serve as a senior staff member/leader of the Chapter's new Family-Centered Care Advisory Council in conjunction with the CEO.
- d. Interact appropriately and professionally with families maintaining healthy boundaries.
- e. Update guest/family room information sheets reflecting new information and changes.
- f. Keep families informed utilizing memos, technology, and face to face meetings.
- f. Maintain on-going relationships with referring social workers and medical personnel from the various medical facilities.

3. Volunteer Services

- a. Supervise the Volunteer Coordinator and volunteer programs associated with the Providence House; working collaboratively with Boston Harbor House staff and Advancement staff. Supervise the Assistant House Manager to ensure the coordination and scheduling of Family Room Volunteers at Hasbro Children's Hospital.
- b. Ensure the scheduling for coverage of Providence House weekend/evening shift volunteers is methodically done in a timely and advanced fashion (covering where gaps may occur through emergency or scheduled vacations or holidays).

4. Facility Operations

- a. Supervise Maintenance Technician to ensure all safety measures are in place and all planned maintenance tasks are completed.
- b. Manage the day to day operations of the Providence House facility.
- c. Monitor and oversee monthly and daily facility checks.
- d. Follow up facility needs with volunteers or appropriate individuals.
- e. Follow up maintenance needs with appropriate staff, volunteers or vendors.
- f. Schedule regular safety checks including sump pumps, HVAC system, emergency lighting, child safety locks, sprinkler system, smoke detectors, elevator and RMHC Global/RMHC NE identified systems. Soliciting bids to ensure competitive pricing and collaborating with the Chief Finance Officer and CEO to determine the best match in selecting contractors and vendors.

5. Interpersonal

- a. Interact and work well in a positive, high-energy team environment.
- b. Interact professionally/appropriately with RMHCNE stakeholders.
- c. Represent RMHCNE in a professional/appropriate manner when attending sponsored events and in the community at large.
- d. Take responsibility for positively articulating Chapter and leadership decision-making and policies. Works well in a change-minded environment.
- e. Utilize effective problem-solving techniques to achieve the appropriate outcomes.

6. Staff/Team Oversight

- a. Supervise and schedule the overnight and weekend relief staff. It is the expectation the House Manager will provide any and all coverage as needed.
- b. Supervise the Assistant House Manager/Providence, Volunteer Coordinator, Resident Night Manager, Maintenance Technician and other operations staff as assigned by the CEO.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. A passion for and commitment to helping pediatric patients and their families in a housing program environment.
2. Bachelor's degree required, graduate degree preferred.
3. Three to five years of experience related to housing programs, or nonprofit management focused on the delivery of programs and services. Knowledge of Family-Centered Care programs and services preferred.
4. Ability to work independently to coordinate/manage multiple projects under sometimes stressful circumstances with the ability to handle sensitive and confidential situations.
5. A commitment to an inclusive, diverse and compassionate environment.
6. Ability to work cooperatively in a small staff-team structure, thriving in a change-minded environment.
7. Proficient computer skills including familiarity with Microsoft Office products.

WORKING CONDITIONS:

This position is full-time with primary hours typically falling during normal business hours. Ability to work a flexible schedule, when needed, according to the needs of the organization. Position works in an office environment that is set in a home-like environment. Some light housekeeping, grounds maintenance, and lifting may be required. All employees of RMHCNE are required to be fully vaccinated for Covid 19, including all boosters recommended by the CDC on day 1 of employment. Being fully vaccinated is defined as two weeks/14 days post the second shot of the Pfizer or Moderna vaccine or after the single dose of the Johnson and Johnson vaccine.

REPORTING:

The House Manager reports to the Chief Executive Officer and serves as a member of the Chapter's senior team.

STATUS:

This is an exempt/salaried and benefited position, with an expectation of a minimum 40 hours per week. It is an 'at will' employment position, which means that either RMHCNE or the employee may terminate employment at any time, with or without cause or without notice.

COMPENSATION:

The salary range is \$60,000 - \$70,000.

The above statements are intended to describe the general nature/level of work being performed by the individual assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

HOW TO APPLY: Interested parties, please send a resume and one page cover letter PDF (one document) to rmhcnejobs@rmhcne.org. The subject of your email should be House Manager - Providence. No phone calls please.

The position will remain open until filled. RMHCNE is an equal opportunity employer.