

## Ronald McDonald House Charities New England (RMHCNE) - Providence House



### Evening & Weekend Relief Manager Job Posting

#### Position Summary:

RMHCNE-Providence is seeking a part-time, non-exempt Weekend & Evening Relief Manager position, reporting to the Director of Operations. Relief Managers are responsible for the smooth operations of the RMHCNE-Providence House during their scheduled shifts. Shifts are four-, eight- and twelve-hour blocks, typically 5pm -9pm weeknights, 9am-9pm Saturday and/or Sunday, 9pm-9am(overnights) Friday and/or Saturday. During overnight stays past 9:00 p.m., a normal sleep shift schedule is maintained except for responding to emergencies and time-sensitive family/guest or operational needs. All members of the Relief Manager team share rotation of on-call, overnight, and holiday shifts. Scheduling flexibility and a compassionate, positive attitude is a must. This position can amount to a total of 48 hours per month.

#### Position Responsibilities:

- Assume primary responsibility for providing for family/guest needs. Ensure that the office and community space is clean and welcoming; complete housekeeping duties such as laundry and cleaning protocols.
- Maintain a high standard of hospitality, making families as comfortable as possible throughout their stay at RMHCNE by promoting an atmosphere of warmth and support in the House, providing a listening ear for families' concerns and suggestions, and interacting in a compassionate and respectful manner.
- Assessing situations and following the proper protocol for emergencies. Managing crisis/emergency situations which may arise during the shift, including but not limited to: family members getting locked out, phone calls, maintenance problems, and security or fire emergencies.
- Remaining on the premises at all times.
- Assume responsibility for administrative tasks assigned by the House Operations team.
- Operate according to established policies and procedures.
- Participate in on-call rotation.
- Oversee the volunteer activities on your shift.
- Other duties as assigned are related to House operations and other Chapter cross-functional support.

#### Qualifications:

- Strong communication and interpersonal skills.
- Experience and appreciation for working with diverse perspectives; cultural competency is required.
- A "can-do" attitude to get the task or job done; warm, approachable, empathetic, positive, and compassionate character.
- Ability to adapt and remain composed during stressful/crisis situations.
- A background in housing programs is strongly preferred but not required.
- This is an interactive, family/guest-facing position that requires strong people-skills.

#### Compensation:

This position is a part-time, non-exempt position and does not include benefits. The pay rate is \$15.00 hourly.

**How to Apply:** Interested parties, please send a resume to [jpowers@rmhcne.org](mailto:jpowers@rmhcne.org) . No phone calls please. The position will remain open until filled. RMHCNE is an equal opportunity employer.

