



Ronald McDonald House Charities of Central Indiana, Inc.

TITLE: Intern - Family Experience Coordinator (*Unpaid Internship*)
REPORTS TO: Family Experience Coordinator
DEPARTMENT: Operations
SUMMARY: This position is designed to provide the intern with leadership experience with Guest Programs of Ronald McDonald House Charities of Central Indiana (RMHCCIN) including, guest programs and events, community connections, food safety, donation processing, office management, volunteer relations and supervision, guest relations. The internship will cover responding to emergencies, problem solving, and policy and guideline management and planning.

KEY RESPONSIBILITIES:

- Learn and assist with day to day programming at Limestone House including office management, functioning as a member of the Operations Team and assist with specialized programs such as donations, food and meals, and guest activities.
- Observe and assist with guidelines enforcement, policy upgrades, community impact and program management in the non-profit sector.
- Gain experience by working with the Family Experience Coordinator and opportunities to organize and lead guest programs/activities at the House.
- Develop and implement a special program for the guests at both Houses prior to ending the internship.
- Other duties will be identified and assigned.

Specific tasks may include:

- Assisting with guest check-ins and tours of the House for guests
- Assisting with coordination and scheduling of guest speakers and activities
- Assisting with organizing programs area/inventory
- Assisting with meal groups – printing out schedule and confirming groups on weekly basis
- Serve as “fill-in” to oversee Mac (Therapy Dog and Chief Cheer Officer) during his visiting hour when volunteer or staff are unavailable or unable to cover
- Assist Family Experience Coordinator with other tasks as needed

COMMITMENT:

- Summer Internship: 10 to 20 hours per week. Actual schedule to be determined. Some evenings required.
- Semester Internship: 20-40 hours per week. Actual schedule to be determined. Some evenings required.



QUALIFICATIONS:

- Intermediate computer skills (familiarity with Word, Excel, PowerPoint) — able to create basic program flyers if necessary
- Excellent interpersonal skills – specifically, active listener, communicator and positive attitude
- Basic administrative skills
- Able to manage work stress well and open to learning stress management skills
- Ability to multi-task; prioritize projects and collaborate with all team members effectively
- React/learn to react in proactive manner to a crisis or stressful situations
- Comfortable working with families facing medical crisis/health issues with their children
- Resourceful
- Dependable/on time
- Open to new ideas and being flexible in thought
- Accepting of a diverse guest population

TRAINING:

The intern will be trained in the basics of the Ronald McDonald House (RMH) in administration, facilities, volunteer leadership, staff roles, guest services and the other departments within RMH. The intern will be assigned to learn the Family Experience Coordinator position and the length of time in these roles will be determined by length of the time the internship is assigned to RMH. The goal is to have the intern develop a holistic working knowledge of RMH and leave with marketable skills for working in the system.

LOCATION:

The initial assignment will be with the Family Experience Coordinator at Limestone, but will also include time at the Riley location. The intern will be assigned office space in the Operations area and provided with a computer log on ID. Other office space and equipment assignments will be managed through the Family Experience Coordinator working with the intern.