
JOB DESCRIPTION

Rev. 08-2019

TITLE: House Manager II – Limestone Street

REPORTS TO: Director of Operations

DEPARTMENT: Operations

SUMMARY: Provide evening House Management of the Ronald McDonald House Charities Limestone location (Sunday through Thursday 4 PM-12 AM) assuring excellent customer services provided to House Guests and that a home-like and supportive environment is maintained. Serve as primary staff person responsible for ongoing guest relations and communications. Provide supervision and support to Guest Services Volunteers and Security Guards.

DUTIES AND RESPONSIBILITIES:

I. Guest Services and Program Operations

- A. Manage house operations per established policies and procedures. Provide an atmosphere of warmth and support by interacting with guests, providing information, and by generally maintaining positive guest relations.
- B. Coordinate with Program Manager to ensure dinners are either provided by Meal Groups or preparing dinner for families as needed.
- C. Coordinate with Program Manager, Marketing and Development staff and others, as needed, regarding planned in-house activities.
- D. Maintain community living setting by enforcing rules and policies. Intervene with appropriate action and prepare required documentation as needed. Inform hospital social work staff when appropriate.
- E. Maintain excellent communications and working relationship with hospital social work and make exception to waitlist as needed for emergencies.
- F. Responsible for monitoring regular room usage, for assuring required approvals are received for Marion County and Methodist referrals and for determining appropriateness of referrals from hospitals other than IU Health.
- G. Respond to emergency situations by notifying guests and providing necessary assistance. Assist families in case of crisis, such as patient death, making sure needs are met. Report all incidents to Director of Operations immediately.
- H. Supervise front office operations during on-duty hours. Perform tasks of Guest Services Volunteers as needed.
- I. Prepare daily waiting and room occupancy lists and other documents as needed. Assure accurate completion of guest registration and all related information. Close out cash drawer on nightly basis per procedures.
- J. Monitor and evaluate services. Identify and suggest new services, policies and/or procedures that would enhance the RMH program. Prepare and/or revise procedural documentation as directed.
- K. Monitor and report repair and maintenance needs per procedures to Facility Manager. Ensure cleanliness and orderliness of all areas.
- L. Monitor safety and security of premises and handle medical, facility, weather-related and other emergencies during on-duty and on-call hours.
- M. Provide on-call phone and emergency coverage as scheduled.

II. Volunteer Relations

- A. Supervise and support volunteers ensuring they are knowledgeable of all policies and procedures and adequately prepared to implement the daily operations. Supervise the activities of service project volunteers during on-duty hours when needed.
- B. Assist the RMH Volunteer Resources Manager in training volunteers. Support volunteer relations by keeping the Volunteer Resources Manager apprised of information and concerns regarding scheduling and other volunteer issues

III. Other Responsibilities

- A. Keep Director of Operations apprised of pertinent guest situations, program and hospital relations issues.
- B. Coordinate cross responsibilities with the Ronald McDonald House at Riley location.
- C. Assist with RMHCCIN special events and activities as needed.
- D. Contribute to RMHCCIN team efforts by maintaining our ICARE values of innovation, compassion, accountability, respect and excellence in our mutual pursuit of providing comfort and care to families of seriously ill or injured children being served by our facility.
- E. Perform other duties incidental to the work outlined in this position description.

PHYSICAL AND MENTAL REQUIREMENTS:

- Ability to stand, walk, sit, kneel, bend, balance reach push/pull and climb stairs
- Ability to carry up to 30 lbs. and willingness to assist with laundry as needed
- Ability to work in variety of environments, especially those fast-paced and characterized by time pressures
- Ability to learn Operations software, telephone system and voice mail
- Ability to establish and maintain positive relations with staff, families, hospital staff and program participants and with the general public
- Ability to maintain confidentiality regarding personal information of families, patients and staff
- Must display resourcefulness, adaptability and accuracy/attention to detail as well as planning and time management skills
- Ability to analyze, reason, negotiate, solve problems, make sound judgement, draw conclusions and make decisions
- Ability to observe and promote safety and security procedures
- Ability to physically and mentally respond to emergencies and administer First Aid effectively

QUALIFICATIONS:

HS Degree required with a college degree in human services, social work or related area preferred.

Minimum of three years' experience working in human services, health services, guest services or related field.

Strong interpersonal skills and human relations skills. Must be outgoing and compassionate.

Demonstrated ability to effectively work with people from a variety of backgrounds, especially families in crisis.

Sound judgment, decision-making skills and assertiveness skills.

Demonstrated ability to function effectively as a work team member.

Responsible, dependable, flexible, trustworthy and able to function with minimal direct supervision.

Previous experience supervising staff.

Experience overseeing and working with volunteers.

Demonstrated ability to communicate effectively both verbally and in writing.

Working knowledge of MS Office Word & Excel, basic business office practices and basic statistical reporting functions.