



**Ronald
McDonald
House®**
Rochester, MN

Ronald McDonald House Position Description

Title: House Manager

Reports To: Family Services Director and/or Family Services Manager

Purpose: The House Manager works closely with the Family Services Director to ensure that Guest Families have a safe, comfortable and supportive stay at the Ronald McDonald House. The House Manager will help assist with the 24 hour coverage of the House. The House Manager may work with a number of RMH Staff Members, or work alone as the primary responsible staff member on-site.

Hours: House Managers provide coverage for a variety of shifts as listed below. Additionally, House Managers also provide holiday and vacation coverage.

Week Day (day): Typically 7:30am - 4:00pm

Week Day (Evening): Typically 1:30 - 10:00pm

Weekend Saturday (Day) 7:30am - 10:00pm plus overnight stay

Weekend Sunday (Day) 7:30am - 2:00pm

Responsibilities:

Guest Relations:

- Creates an atmosphere of hospitality to ensure the well-being and comfort of guests, as well as a pleasing environment
- Register and fully orients guests to the House
- Provides ongoing information to guest families so they understand expectations of living in a shared community setting
- Inform, clarify and enforce Ronald McDonald House policies and procedures
- Checks guest families out of the House
- Explains/clarifies policies and procedures to pertinent medical professionals
- Promotes an atmosphere of warmth and understanding. Demonstrates empathy and an ability to relate to families in crisis
- Meets guests easily, gains their confidence and relates to them in an open, compassionate, positive and sincere manner
- Provides information to families about activities and services available in the area
- Maintains supportive relationships with guests
- Maintains flexibility and open mindedness in carrying out responsibilities of House operations - being mindful of the stresses families face including shared living, medical uncertainty, displacement from home and community, in addition to fear and grief



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- Maintains confidentiality concerning family personal, financial and medical situations, while being sensitive to their needs
- Visit guest floors on a regular basis to maintain a sense of House activity and family dynamics
- Remain neutral when fielding criticism or complaints from guests, volunteers or visitors
- Document interaction and interventions that involve families, volunteers, visitors and staff in order to maintain up-to-date guest file information and to report activity to FSD

Facility Management:

- Inspects common areas on a regular basis to ensure safety at the House. Relays facility issues to the Family Services Director and Operations..
- Forwards information relating to maintenance or other facility-related deficiencies

Volunteers:

- Encourages, supports and supervises volunteer participation in a wide variety of House activities, i.e., HouseWarmers, special event and episodic volunteers
- Updates volunteers with what is happening at the House and any changes that have occurred

Community:

- Promotes awareness of House, provides information to groups/individuals by conducting House tours and answering questions

Contributions & Finance:

- Accepts and provides written acknowledgement for all House related in-kind gifts
- Responsible for collection and documentation of guest receipts

House Management:

- Respond quickly to emergency and crisis situations according to the procedures with help from the Family Services Director. Call emergency personnel
- Basic knowledge of monitoring fire and security alarm systems
- Promotes positive collegial relationships and provides support to co-workers as needed
- Maintain open communication with all staff
- Support scheduled activities, events and celebrations during scheduled shift
- Performs other duties as needed



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Data Entry/Reports:

- Updates the Daily Communication document with what occurred during their shift
- Updates daily House Report stats
- Data entry and help maintain accurate guest family database
- May be asked to update and maintain the Monthly House Manager report and Waitlist Spreadsheet

Qualifications:

- High School diploma
- Displays a congenial, caring and empathetic manner toward others
- Dependable, able to work independently with minimal supervision
- Strong decision making skills and good judgement
- Ability to work as a team member
- Ability to communicate clearly and represent the House in a positive, professional manner
- Ability to handle information in a confidential manner
- Interest in a wide diversity of people
- Natural ability to demonstrate a caring attitude towards guests, donors, volunteers and people who come into contact with the House

Working Conditions:

- Position may be full-time or part-time, with primary hours falling during stated business hours. Ability to work a flexible schedule when needed, according to the needs of the organization
- Position requires walking, standing and sitting. Some lifting may be required
- Ability to access all areas of the House and grounds, including going up and down stairs
- Potential limited travel for regional and/or national conferences, professional development on occasion
- The person in this position needs to frequently move about inside the office to access file cabinets, office equipment, storage areas, conference room, etc.