



Job Title: Family Services Associate
Reports To: House Manager
Position Type: Part-time, hourly, nights and weekends schedule
Salary Range: \$14.00-16.00/hour, shift differential for hours worked between 11 pm and 7 am

JOB DESCRIPTION

The Family Services Associate is responsible for creating an atmosphere of hospitality for families and volunteers. They maintain a compassionate presence while enforcing policy adherence during evening and weekend office hours, and periods when daytime staff is off duty. They are responsible for all House operations while on duty.

PRIMARY DUTIES & RESPONSIBILITIES

- Take referrals, register guests, collect room donations, and instruct guests in use of the House.
- Provide House orientations, review guidelines and policies, and ensure safety procedures are presented to each family. This includes touring new guests throughout the facility.
- Maintain a high profile in the House so families are aware a staff person is on duty.
- Handle all phone calls during office hours.
- Ensure kitchen is cleaned, all food is put away each night and discard food per food safety guidelines. Prepare dinner for guest families when needed.
- Assist with keeping cleaning closets stocked with all necessary supplies.
- Perform routine House chores to ensure facility is clean and properly maintained.
- Work with on-duty housekeeper to set up rooms after check outs.
- Advise guests of House rules and following through with enforcement of these rules. Provide written documentation of House activities including what follow-up action was taken.
- Assist guests with various requests and needs in a supportive and friendly manner throughout the guests' entire stay at the Ronald McDonald House.
- Work with families and volunteers to keep House neat and clean.
- Accept in-kind and monetary donations and record according to procedures.
- Supervise night/weekend House volunteer activities that have been scheduled.
- Transmit pertinent information to House Manager.
- Complete Exceed Data Entry as necessary.
- Advise House Manager/Operations Director of any issues with guests as necessary and document accordingly.
- Respond quickly and appropriately to all guest-related emergencies and document accordingly.

When doing evening/overnight shifts, these additional duties are required:

- Remain on site and awake during their entire shift.
 - In the rare event the Family Services Associate needs to leave the premises during a shift, they need permission from the House Manager, and cannot leave until another staff member or authorized volunteer is on the premises to fulfill the obligation for 24-hour on-site coverage.
- Check doors nightly to secure the House.
- Handle all emergency calls at night.
- Answer the doorbell.
- Clean dirty rooms from the day's checkouts.

ANCILLARY JOB FUNCTIONS

- Maintain positive and cooperative relationships with all staff, volunteers, donors and stakeholders.
- Respect the privacy and the confidentiality of all guests and agency information.
- In all instances, serves as an ambassador for the RMHC-NM, appropriately communicating the mission and purpose of the organization.
- Demonstrate respect for diverse cultures and ability to work and interact with all types of people.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES

- Confidence to enforce house policies.
- Exhibit fairness and consistent application of and adherence to House rules.
- Maintain confidentiality.
- Effective problem-solving and decision-making skills.
- Able to manage multiple tasks concurrently, and work with minimum supervision.
- Interact effectively with other staff while not face-to-face.
- Knowledge of general office procedures and capable of working office equipment.
- Proficiency in Microsoft Office computer programs including Word, Excel, Outlook
- Essential physical functions: perform physical tasks usually associated with custodial, maintenance and managing inventories; negotiate stairs.