



Ronald McDonald House Arkansas & North Louisiana, Inc.

**Ronald McDonald House: Washington Regional and Ronald McDonald House Family Room:
Mercy**

Part-Time Family Services

Reports to: Program Manager

Description:

While serving families with the highest level of customer service and integrity, this position is responsible for general operational duties, light housekeeping, inventory of supplies, and ensuring all policy, procedures, and guidelines of the Ronald McDonald House Family Room: Mercy and Ronald McDonald House: Washington Regional are adhered to by all guests. The Family Services staff will be responsible for keeping up with daily records and logs of all guests as well as reporting any problems to the Program Manager or hospital security if necessary. This position will perform additional administrative tasks as assigned by the Program Manager. Family Services are part time, hourly associates.

Hours Available:

This is a non-exempt, part-time position offering 15-26 hours per pay period. Shifts are determined by Program Manager with day, night and weekends required. The House is staffed 24 hours a day with overnight shifts available, 7 days a week. The Family Room is staff 8am-10pm, 7 days a week.

Responsibilities:

- Align with the culture of Ronald McDonald House Arkansas & North Louisiana by demonstrating a commitment to our core values.
- Represent Ronald McDonald House Arkansas & North Louisiana and the hospital partner in a professional knowledgeable manner
- Report to scheduled shift in a timely and reliable manner
- Attend monthly team meetings
- Maintain all daily records
- Provide tours to first time guests or visitors
- Ability to work in Rogers, AR and Fayetteville, AR
- Answer telephone and direct calls
- Collect and report payments and donations as they arrive
- Uphold program policies & procedures as needed
- Clearly communicate with hospital staff and Program Manager when needed



- Promote an atmosphere of encouragement and support
- Offer resources to families serving as a liaison between hospital personnel, guests and the community
- Perform light housekeeping duties including laundry, sweeping, mopping, dusting, vacuuming, etc.
- Assist Program Manager in gathering social media content, training of volunteers, outreaching for meal groups, and special programs as needed

Qualifications and Requirements:

- Ability to interact and have strong communication skills
- Strong recordkeeping and organizational skills
- Ability to anticipate issues before they happen and address them proactively
- Must be at least 18 years of age and participate in a TB Test, Drug Screen, and Background Screening
- Subject to random drug testing
- Ability to lift up to 30 pounds
- Ability to sit, stand or walk for long periods of time