



## **Ronald McDonald House Arkansas & North Louisiana, Inc.**

### **Ronald McDonald House: Washington Regional**

#### **Part-Time Overnight 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 Ronald McDonald House are adhered to by all guests. The Overnight Family Services 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.

**Hours Available:**

This is a non-exempt, part-time, hourly position. Shifts are determined by Program Manager during the overnight hours of 11 pm-7 am. This position offers between 16 to 24 hours each week. The House is staffed 24 hours a day with overnight shifts available, 7 days a week.

**Responsibilities:**

- Align with the culture of Ronald McDonald House by demonstrating a commitment to our core values
- Represent Ronald McDonald House Arkansas & North Louisiana and the hospital partner in a professional knowledgeable manner using the mission and values as a guiding principle
- 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
- 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 with people from diverse backgrounds
- Strong recordkeeping and organizational skills
- Ability to anticipate issues before they happen and address them proactively
- Flexible schedule as Ronald McDonald House Arkansas and North Louisiana operates a program that is open 24 hours a day, 365 days per year, including holidays
- Must be at least 18 years of age and participate in a TB Test and Background Screening annual flu shots per hospital partner policy
- Subject to random drug testing
- Ability to lift up to 30 pounds
- Ability to sit, stand or walk for long periods of time