

# Ronald McDonald House Charities of the Ozarks, Inc. Job Description Associate Program Manager - Ronald McDonald House near Cox South Hospital

06/17

## REPORTS TO:

Program Manager, Ronald McDonald House near Cox South Hospital

## OVERVIEW:

Under the direction of the Program Manager, the Associate Program Manager (APM) is held accountable for successfully operating the Ronald McDonald House near Cox South Hospital in a positive and professional manner and within the procedures and policies established by Ronald McDonald House Charities of the Ozarks, Inc. The Associate Program Manager is responsible for all aspects of the House Volunteer Program, ensuring that adequate numbers of trained, satisfied volunteers are continually provided to meet the needs of the Ronald McDonald House and its associated activities and events. The APM works closely with other RMHC staff members to recruit volunteers for special events and fundraisers, and may lead this aspect of volunteer recruitment for RMHC. The APM assists with House repairs and maintenance, communicating fully with the Program Manager. The Program Manager and APM work as a strong team in leading the House's mission of Keeping Families Close to their sick children and the care and resources they need by providing a positive, safe and uplifting "home-away-from-home" for families. The Associate Program Manager is required to hold a Class E Driver License and to successfully complete the organization's required background check every three years.

The position divides into the following areas:

- I. Overall House Management/Administration
- II. Guest Relations and Direction
- III. Training and Direction of House Volunteers and Paid Staff
- IV. Attitude and Professionalism
- V. Community Relations & Fund Development

### I. Overall House Management/Administration

- A. Handles/oversees all inter-House communications including the prompt, professional handling of all telephone calls, e-mails, web forms, requests and visitors. Ensures that volunteers and managers are taking responsibility for both the House phone and the emergency phone, and that families, volunteers and staff are continually aware of and trained in using/responding to the intercom/page button on the House cordless phone.
- B. Assumes accountability for assigned administrative duties, including the tracking of House volunteer hours and financial responsibilities outlined in the established internal controls procedures for the organization.
- C. Orders and maintains an inventory of all House supplies, as directed by the House Manager.

- D. Accountable for all assigned financial transactions including: room receipts and deposits, House petty cash, Family Fund, Coke machine monies, RMH merchandise sales, and receipt of all funds through the House office.
- E. Assists in overseeing the maintenance of the facilities including minor repairs, responding to emergency repair situations and ensuring that all preventive maintenance procedures are performed.
- F. Attends meetings upon request; makes his/her recommendations to the Program Manager for changes in House policies, procedures, rules and regulations; maintains a direct line of communication with the Program Manager to discuss House happenings and plan activities, etc.
- G. Continually inspects the House and grounds and is responsible to ensure that cleanliness and maintenance standards are being met; checks to see that all House furnishings and supplies are in place.
- I. Assumes full accountability for the operation of the House as directed by the Program Manager; implements all House rules, regulations, policies and procedures; uses good judgment when special situations arise.

## II. Guest Relations and Direction

- A. Strives to spend the maximum time possible with guests; is productive in the sensitivity aspect; spends quality time with guests; provides a warm, compassionate and supportive environment.
- B. Accountable for check-in, registration, orientation and check-out of guests according to House rules, regulations, policies and procedures. This pertains to these functions being personally performed, and those being handled by volunteers.
- C. Is informed about families and their medical situations; is continually aware of what is going on in the House and keeps apprised of potential difficulties. Successfully communicates situations with the Program Manager when necessary.
- D. Functions as a source of community information to ensure that guests feel welcome in the city and the neighborhood; strives to provide helpful community information, sources and events to guests refers guests to social services, pastoral care, etc. when appropriate; plans and implements special activities for guests. Fosters support to families by being continually aware of new ways to offer assistance.

## III. Training and Direction of House Volunteers

- A. Accountable for the screening, orientation, training and staffing of House volunteers; recruits new volunteers. Completes 90-day reviews on schedule to ensure complete training of each volunteer. Schedules fingerprinting appointments for background checks

and ensures all volunteers complete the required orientation.

- B. Supervises and develops volunteers in handling responsibilities; serves as a source of encouragement and motivation; continually follows-up on completion of responsibilities.
- C. Ensures that volunteers are properly utilized; continually monitors the use of their talents and abilities to complete responsibilities and projects. Takes advantage of the resources available from other members of the full-time management staff in the areas of assisting with House operations responsibilities, House program responsibilities, and volunteer recruitment and retention.
- D. Establishes and maintains an effective communication system between the Program Manager, volunteers and paid staff; ensures that behavior of volunteers is in compliance with the established Ronald McDonald House Charities standards; promotes positive internal public relations.
- E. Maintains an on-going volunteer retention program that includes daily recognition and guidance for volunteers.
- F. Plays a substantial role with the organization's plans and activities for quarterly and annual volunteer recognition programs and events, as assigned. Reports progress quarterly to the Program Manager.
- G. Provides content for the *Heart Beats* newsletter and meets established deadlines for printing and publication.

#### IV. Attitude and Professionalism

- A. Maintains a positive attitude at all times which creates an atmosphere that presents the organization to guests, volunteers, donors, board members, community members, paid staff and others as a supportive, compassionate place; conducts himself/herself in a positive, professional manner at all times; is non-judgmental in dealing with alternate lifestyles.
- B. Maintains a high standard of honesty and integrity in all actions including quality of work and communications with both internal and external parties. Strictly adheres to the AFP Code of Ethics and Donor Bill of Rights.
- C. Communicates effectively with the Program Manager, guests, volunteers, all paid staff members, the Board of Directors, representatives from the medical community and others; remembers that his/her actions affect others; consults those who have an interest at stake and informs others who are entitled to know about things done independently; can accept constructive criticism in a positive manner from subordinates, peers and superiors.
- D. Handles internal problems and information in a tactful and professional manner; refuses to discuss internal matters with those who are uninvolved, particularly refusing to discuss the

actions and personalities of other staff members unless directly responsible for their supervision; uses good self control; able to deal effectively with emergencies; strictly maintains confidentiality. Fully adheres to the organization's Open Door/Grievance Policy.

- E. Demonstrates the desire to continue to learn with active efforts toward self development; enthusiastic interest towards work; establishes a course of action to accomplish all job responsibilities and achieve goals; is well organized; consistently meets established deadlines.
- F. Makes active attempts to influence events to achieve priorities and goals; is self-starting rather than passively accepting and understands that results are the barometer for success.
- G. Takes genuine pride in appearance; maintains appearance, grooming and hygiene standards; keeps office area clean and well organized; understands and adheres to all House and RMHC policies and procedures; has a thorough knowledge of job responsibilities and Ronald McDonald House Charities standards.
- H. Work is of quality and carefully done without taking shortcuts; uses time well; gives maximum performance and cooperation; is willing to vary work schedule/assignments as needed by the organization.
- I. Strives to demonstrate the following eight essential characteristics.
  - Capacity for passion for our mission
  - Perspective
  - Creativity
  - Organizational skills
  - Teamwork
  - Persistence
  - Open-mindedness
  - Integrity

## V. Community Relations & Fund Development

- A. Participates in House tours and Ronald McDonald House speaking engagements at the request of the Program Manager and President & CEO, ensuring that the high standards of House cleanliness and the communication of the organization's outstanding image and reputation are achieved with each presentation.
- B. Assists with RMHC events, upon request, including volunteer staffing, event coordination, and donor luncheons and meetings.
- C. Regularly submits social media posts related to donors, families, volunteers and staff, ensuring that release forms are completed for each individual.

- C. Ensures the successful operation of the 'Family Dinner Program' with optimum support from the local community; contributes weekly suggestions for the Family Dinner Group Page on Facebook.
- D. Regularly contributes new additions to the organization's email list.
- E. Is available at the request of the Program Manager to support various administrative projects and program-related duties.
- F. Works with designated House staff members to respond to web form submissions and requests in a timely manner; Communicates effectively to maintain the spreadsheet used to track all activity related to online submissions.