



Ronald McDonald House Charities of Southwest Virginia
2224 Jefferson Street SE | Roanoke, VA 24014
ph: (540) 857-0770 | fax: (540) 857-9584

JOB DESCRIPTION

Job Title: House Program Director
Reports To: Executive Director
Supervises: Evening/Weekend Managers (PT), Overnight Managers (PT), Volunteer Coordinator (PT), Family Services & House Intern
Status: Full-time, Exempt, Salary

The House Program Director is responsible for directing the daily operations of the Ronald McDonald House program under the supervision of the Executive Director. This responsibility includes providing organizational leadership regarding all House activities and staffing as well as fostering partnerships with Carilion Clinic Children's Hospital and other healthcare partners with the mission and policies of Ronald McDonald House Charities of Southwest Virginia. The House Program Director is accountable to the Executive Director and reports to the Executive Director on the direction and management of the House and the establishment and fulfillment of goals and objectives.

In the absence of the Executive Director, the House Program Director is authorized to make decisions, as necessary. In the event of an emergency, the House Program Director will serve as acting Executive Director.

DUTIES AND RESPONSIBILITIES

Program Operations and Guest Services

The House Program Director is responsible for the daily operations of the House and delivery of services to guest including fostering a healing environment for House guests, directing volunteers and part-time staff, and providing organizational leadership in the development and implementation of administrative policies and procedures. Specific duties include:

- Recommends and implements administrative policies and procedures and establishes standards and expectations related to House operations.
- In conjunction with the Executive Director, recruit, screen, train, supervise, and evaluate all shift managers and Volunteer Coordinator.
- Maintain and publish a schedule for all evening, weekend, and overnight managers to ensure all shifts are covered. Working with Executive Director ensures 24/7 coverage of the House, including holidays.
- Ensures all guests are provided with a clean, comfortable, hospitable, and safe environment in accordance with the mission and policies of RMHC-SWVA.
- Enforces House rules and resolves conflict among RMHC guests, volunteers, and employees.
- Fosters partnerships with healthcare facilities and providers to ensure appropriate referral procedures and keep open communication regarding guest families in relation to referrals and stay extensions.
- Initiate verbal and written communications with guests.
- Ensure Incident Reports are completed by all involved parties for all unusual incidents that occur in the House.
- Oversees additional House and Guests' programs/events in collaboration with additional staff departments.
- Responsible for guest referrals, admitting/discharging families, family orientations and guest wait list/priority list.

Facility Responsibilities

The House Program Director is responsible for the maintenance of the House by providing organizational leadership in all aspects of facility/ground management. Specific duties include:

- Ensures high level of House maintenance and provides safe, comfortable, attractive, and supportive environment to guests, staff, and volunteers.
- Directs all activity related to the internal and external environments of the facility.
- Identify and supervise light maintenance needs and identify major maintenance needs that need reported.

- Have working knowledge of all House Systems.
- Assist in maintaining the safety and security of premises and handle medical, facility, weather-related and other emergency situations and maintains emergency evacuation procedures for the House.

Administrative Duties

- In collaboration with the Executive Director, develops and refines an annual budget for all house operations-related items including preventive maintenance and future capital expenditures.
- Reports to the Executive Director on a regular basis regarding House operations and activities.
- Responsible to ensure the preparation and accurate reporting of all daily Program Services and Family Services reports and data.
- Keep Exceed database updated with guest data and have working knowledge of reporting and basic features of database program.
- Oversees the process of Medicaid reimbursement.
- Handles front desk duties.
- Work with Executive Director and accounting company to ensure accurate house related expenses.
- Oversee processing and management of all in-kind donations.

Additional Responsibilities

- Participate in strategic planning, management meetings and training sessions.
- Assist development team with special events and activities as needed.
- Work as a team member with all staff at RMHC, treating fellow staff members with respect and sensitivity to the requirements of the jobs. Interact with and show appreciation for our volunteers.
- Other duties as requested by the Executive Director.

KNOWLEDGE, SKILLS AND QUALIFICATIONS

- Minimum of a bachelor's degree from an accredited college or university or appropriate work experience.
- 3-5 years of relevant experience in hospitality, facility management or related field preferred.
- General maintenance knowledge.
- Experience in business management that includes but is not limited to:
 - Budget Development.
 - Supervision of employees and volunteers.
 - Knowledge and understanding of State and Federal guidelines applicable to a not-for-profit organization.
 - Experience utilizing basic Microsoft programs (Word, Excel, PowerPoint, Outlook).
 - Experience with database software (Exceed).
 - Excellent communication, public relations, and public speaking skills.
- Ability to balance multiple priorities to manage workflow, ensure completion of essential projects, and meet critical deadlines.
- Must demonstrate good judgement, good decision-making ability, and dependability.
- Ability to work well not only as part of a small, dynamic team but also independently.
- Ability to maintain confidentiality.
- Willing to attend public appearances and special events/awareness programs after office hours, Saturdays, and Sundays.
- Willing to provide on-call and emergency coverage as needed.

Minimum Physical Requirements

- Able to cope with periods of high stress.
- Clear cognitive and intellectual abilities to meet the demands of the position.
- Ability to move around facility or grounds to supervise employees/volunteers.
- Ability to load/unload, lift, or move heavy equipment without assistance (5 lbs. To 30 lbs.)

Disclaimer:

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the position. While this is intended to be an accurate reflection of the current position, management reserves the right to revise the position or to require that other or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments).