



**Job Title:** Family Room Coordinator II

**Reports To:** Director of Programs and Medical Partnerships

**Last Revised:** 6/4/2019

**Position Summary:** The Family Room Coordinator II is responsible for ensuring that all RMHC in-hospital programs are running efficiently and with a high quality of customer service to our families, while relationship building with hospital personnel. All while adhering to all policies and procedures and supporting the organization's mission. Excellent communication and computer skills, flexibility, compassion, and attention to details are essential. Principle duties include being able to problem solve independently, the ability to prioritize and manage multiple ongoing programs, communicating needs and collaborating with RMHC staff and interns to ensure excellence in our programs.

**Essential Duties and Position Responsibilities:**

1. General: Work with all the members of the RMHC – Richmond staff and Board of Directors to achieve the goal of providing support services aimed to reduce stress of families who have children receiving medical care in Richmond. Maintain open communication with all RMHC - Richmond Staff
2. In-hospital programs coordination
  - a. Family Room at VCU/Kitchen at St. Mary's  
Responsibilities include:
    - Manage check in/check out process of 5 sleep rooms
    - Liaison with Child life specialist, PICU and NICU nurses on families for any needs
    - Manage special events and meals at both locations
    - Maintain consistent availability to food access
    - Manage occupancy/usage and data entry of monthly tallies
  - b. Happy Wheels – hospitality carts at 3 locations  
Responsibilities include:
    - Maintain and organize supplies; stock when needed
    - Collaborate with House staff on supplies to keep cart stocked
  - c. Lunches with Love Program  
Responsibilities include:
    - Coordinates delivery process of lunches to area hospitals
    - Collaborates with Vol. manager on specific needs for lunch program

- Communicates with units about lunches – availability and families with specific needs
- Makes sure marketing materials are present and available for questions from families

d. RMHC Sibling Center

-Responsibilities include:

- bi-weekly visits
- keep up with monthly usage
- communicate with House staff on needs for toys and supplies

5. Other duties:

- Marketing – Follow proper RMHC branding guidelines, update bulletin boards
- Maintain good public relations with neighbors, hospital partners and community.
- Serve as ambassador to our RMH program with the ability to educate the community on RMHC
- Manage multiple interns and volunteers
- All other duties as assigned.

**Knowledge and Skills:**

- Excellent communication skills, mature judgment and attention to detail
- Flexible, patient and capable of coordinating tasks simultaneously
- Demonstrate initiative, problem solving ability, and diplomacy
- Able to perform duties with minimum direction and supervision
- Demonstrate positive attitude toward our care partners, hospital personnel, staff, and all those who come in to contact with the house
- Demonstrate genuine concern for the successful operation of RMHC Richmond
- Computer proficiency with multiple programs, including Microsoft office and general data base software
- Have a valid driver's license and access to working vehicle is essential to this position

**Education and Work Experience:**

- A bachelor's degree in Social Sciences, Hospitality or related field; OR
- Two years' experience in this or related field; OR
- Any similar combination of education and experience preferred.
- Administrative experience is desired

**Essential Functions:**

- Physical Demands: Must be able to lift up to 30 pounds. The House is four (4) stories with no elevator; stair climbing is a must. Delivering items from the RMH to our in-hospital programs sites can be a daily part of this job.
- Work Environment: While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time.  
Reporting to This Position: None

**Typical Hours:**

- Hours will be roughly 20 hours a week. Weekday and weekend shifts.

Please submit cover letter, resume and 3 references to Sarah Wind, Director of Programs at [sarah@rmhc-richmond.org](mailto:sarah@rmhc-richmond.org).