



Ronald McDonald  
House Charities®  
Eastern Wisconsin

RMHC Job Description  
Part-Time Family Room Coordinator  
*October 2023*

Job Title: Part-Time Family Room Coordinator

Department: Operations

Reports to: Family Room Manager

Status: Part-time Hourly \$16.00/hour

Available shifts: Alternating Saturdays 9:00 a.m.-5:00 p.m. with one flexible weekday.

Overview:

Ronald McDonald House Charities® of Eastern Wisconsin, Inc. (RMHC®) is a premiere Wisconsin non-profit established to keep families together and promote the health and well-being of children. RMHC is committed to the core values of communication, creating connections, community and compassionate care for those we serve, those we work with and those we inspire. Each member of our team demonstrates these core values and is focused on our mission and the families we serve.

In August of 2021, Rogers Behavioral Health (RBH) opened the Ladish Co. Foundation Center that includes the Rogers Research Center, Rogers Behavioral Health Foundation, a chapel and meditation garden for spiritual care, community rooms, a boardroom and the Ronald McDonald Family Room®. The Family Room is a welcoming, home-like space where parents and families visiting a loved one at Rogers can watch a movie, enjoy a snack, play a game or even take a nap while coping with the emotional demands of having a loved one in treatment.

Job Description:

The Family Room Coordinator is responsible for overseeing the operation of the RMHC Eastern Wisconsin Family Room (in Oconomowoc). The Family Room is open 9:00 a.m. - 5:00 p.m. 7 days/week. The Family Room Coordinator will report to the Family Room Manager.

Responsibilities:

- Ensure Family Room guests, visitors and volunteers are provided with a clean, comfortable and safe environment in accordance with established operating policies and standards, while always leading with compassion
- Responsible for activities related to serving Family Room guests, including check-ins and check-outs, family tours, assisting family needs during their visit and addressing any situations that arise while on-duty
- Full understanding of both RMHC and Rogers policies and procedures, enforcing and explaining policies and procedures to guests when necessary
- Responsible for proper documentation and reporting throughout shift, including shift notes and database entry; ensuring accuracy, confidentiality and security of sensitive information
- Responsible for clear and concise communication with hospital staff and families as to who may utilize the Family Room
- Attend occasional Family Room staff meetings and trainings
- Establish a professional and friendly relationship with all volunteers



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- Ensure all volunteer duties are completed, stepping in to complete the duties if a volunteer is not available
- Lead Family Room tours for donors and visitors, as requested
- Greet and steward Family Room snack/meal groups as needed
- Other duties as assigned by the Family Room Manager

Qualifications:

- Passion for the RMHC mission and core values
- High School degree and two years college experience or equivalent management experience
- Work experience in a non-profit, social-service organization, customer service or other related employment
- Must exhibit a high level of responsibility, maturity and be dependable
- Enthusiastic, energetic and adaptable
- Approachable and easy to talk to, pleasant and gracious to guest families, colleagues, donors and volunteers
- Supports equal and fair treatment for all while building effective relationships and an inclusive environment
- Ability to prioritize and multi-task, using effective problem-solving and customer service skills to work independently in a fast-paced environment
- Organizational skills and attention to detail are essential
- Excellent written and oral communication skills with the ability to read, interpret, apply and explain rules, regulations, policies and procedures while maintaining confidentiality in a calm and professional manner
- Computer proficiency (with MS Office)
- Must be able to stand and walk for short periods of time. Some stooping, kneeling and stairs may be required
- Must be able to lift 35 lbs
- Flexibility in work schedule and interest in occasionally picking up additional shifts

RMHC is an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

RMHC DEI goals are to create a diverse, equitable and inclusive community that engages, retains and supports growth to be productive and socially reasonable global citizens.

To apply: submit resume and cover letter to Kelly Levenhagen at [klevenhagen@rmhc-easternwi.org](mailto:klevenhagen@rmhc-easternwi.org)