



**Ronald McDonald
House Charities®**
Bay Area

Family Programs Coordinator

Location: Ronald McDonald House at Stanford, Palo Alto, CA

Position Description

Who We Are

Ronald McDonald House Charities Bay Area ("RMHC Bay Area") creates a supportive community for families of children receiving essential pediatric health care at local partner hospitals. The newly established Bay Area regional chapter provides comprehensive programming and services for families and improves access to care through Ronald McDonald House at Stanford, Ronald McDonald House of San Francisco and two Ronald McDonald House Care Mobiles in Contra Costa and Santa Clara counties.

Job Summary

We are seeking an individual with outstanding customer service and interpersonal skills to leverage community support through programming to create a relaxing, comforting, and high-spirited environment for families. The Family Programs Coordinator is responsible for scheduling and hosting on-site programs, management of activity spaces, holiday and special occasion celebrations, and development of school break camp curriculums. This role is responsible for supervising the Youth Program Associates (2-4). In coordination with the Volunteer Services Manager, the Family Programs Coordinator is responsible for onboarding and training of program volunteers.

This is a full-time, non-exempt position reporting to the Family Programs Manager and is a member of the operations team. The standard schedule for this position is Sunday-Thursday, 10:30 am – 7:30 pm and is expected to work a flex schedule to meet operational needs. This role requires working some holidays.

Primary Responsibilities

- Correspond, coordinate, schedule, and host all on-site activities and programs (enforce guidelines, supervise volunteers, internal communications, and family event planning)
- Develop curriculum and weekly field trip calendar for the onsite "camp" programs (10 week summer camp and week-long camps during Thanksgiving, winter and spring break)
- Manage and support Youth Program Associates including hiring and firing, performance evaluation, goal setting and coaching
- Manage all family related in-kind donations and event tickets
- Plan and execute holiday and special celebrations such as monthly birthday celebrations, Mother's Day & Father's Day, Halloween, etc
- Coordinate with Marketing & Communications Manager to oversee in-kind campaign supporting family programs (back to school, Halloween costumes, etc)
- Onboard, train, and support all special programs volunteers such as bingo, massage therapy, haircuts, pet therapy, etc
- Manage weekly volunteer-run shopping trips to local grocery stores
- Work closely with the Volunteer Coordinator, Operations to leverage volunteer help when appropriate
- Maintain monthly program and activity quad metrics for dashboard reporting
- Track programs spending according to budget
- Coordinate with Marketing & Communications Manager to feature volunteer opportunities, in-kind asks, and other needs on social media, eBlasts, etc
- React effectively to emergency situations in a safe and professional manner
- Help identify appropriate family members for media, special events and communications features

Experience & Education

- Bachelor's degree preferred
- Minimum 2/3 years of experience managing people and/or key relationships
- Experience interacting with people from diverse cultural, age, and socio-economic backgrounds
- Demonstrated ability to interface comfortably and professionally with members of the public and staff

Knowledge, Skills & Abilities

- Spanish language proficiency highly desirable
- Strong communication and planning skills
- Highly customer service oriented with enthusiasm and good sense of humor
- Able to handle difficult situations with confidence and compassion
- Well-developed oral and communication skills with the ability to interact effectively with all levels of the organization
- Excellent organization skills and pro-active problem solver
- Strong attention to detail
- Ability to work in a demanding environment within a dynamic team
- Respect for confidentiality of House families and related reports and documentation

Other:

- Ability to work in a semi-medical environment with children being treated with life-threatening illnesses and their families
- Valid CA driver's license
- Must be able to lift 25 pounds

Job description is for informational purposes only. Additional duties consistent with the responsibility level may be assigned.

Please send your cover letter and resume as attachments in MS Word or PDF format only to careers@rmhcbayarea.org. In the subject line of the email, please list your last name and the position title.

To find out more about the House and the families we serve, please visit our website at www.rmhcbayarea.org.