



Job Posting

Job Title: Family Programs Coordinator
Area of Interest: Programming and Activities for family and children
Job location: Portland, Oregon
Position Type: Full Time, Exempt (Tuesday-Saturday, 12pm-8pm)

Organization Mission and Overview

Ronald McDonald House Charities® of Oregon and Southwest Washington (“RMHC Oregon”) provides a "home away from home" for families with seriously ill children, and supports initiatives to improve pediatric health.

Our independent local chapter is over 30 years old with three Ronald McDonald Houses (2 in Portland, 1 in Bend) that provide housing, comfort and support for 56 families every night. For more information on our mission, history and programs, please visit www.RMHCOREGON.org

Primary Purpose:

Coordinates and provides support to family programming for Ronald McDonald House Charities, with a primary focus on managing a key program - Hospitality Cart at Randall Children’s Hospital (in-hospital support for children and families)- and extending those family services to the East House.

In addition, the coordinator will work directly with the Volunteer Managers and the Guest Services team to support in-house programs, supporting the meal program and kitchen management, Fun Junction (providing respite to parents by supervising children while their parents are in other parts of the home), and overall holiday planning, family events, crafts, games, and activities.

Primary Duties and Responsibilities:

- Managing the daily operations of the Hospitality Cart at Randall Children’s Hospital, ensuring that the cart is staffed and meets the weekly time commitments.
- Manage, schedule, and train volunteer staffing for the Hospitality Cart.
- Manage the supply chain and inventory for the Hospitality Cart, including adjustments based on family identified needs.

The Ronald McDonald House Charities of Oregon and SW Washington is an Equal Opportunity Employer. We encourage all qualified individuals to apply for positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.



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- Responsible for program reporting and evaluation and making necessary adjustments – including expansion of East House programming to serve families at Randall
- Responsible for maintaining collaborative relationship with the volunteer team at Randall Children’s Hospitals.
- Support the volunteer and guest services teams by coordinating holiday and family centered events (annual calendar).
- Owns the development and management of the family transportation program.
- Support Fun Junction (in house children’s activities): Create a safe and secure home-like environment by assisting and serving families’ children with direct play, supervision, and engagement in available activities
- Support Meal Program: Support Volunteer Manager in program related activities and support of volunteers.
- Support kitchen functionality in the Houses (organizing community food, cleanliness, etc.)
- Act as an ambassador of the House at all times, educating community, families, and other organizational institutions about services offered
- Be comfortable with occasional downtime, one on one time with children, or flexing to help in another part of the house when children are not available

Requirements

Experience Required:

- Requires 3-5 years of experience with program development and management, with demonstrated success in services to families and children. Experience in providing management of volunteers preferred.
- Must have experience with children and feel comfortable developing relationships with children of various ages and their parents.
- Must be able to work with diverse, multicultural, communities.
- Experience in a healthcare environment preferred.
- Minimum age of 18

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Skills Required:

- Ability to develop age appropriate activities for children.
- Excellent customer service skills
- Basic computer proficiency, including email, Word, and Excel
- Strong attention to detail.
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines

- Strong project management skills.
- Fluency in Spanish is strongly preferred
- Highly organized, creative, energetic and collaborative team player
- Confidence, sensitivity and diplomacy to interact and collaborate with varied constituents, including guests, volunteers (including members of the Board of Trustees), hospital personnel, staff, donors
- Flexibility with regards to work assignments and changing priorities
- Willingness/flexibility regarding schedules to ensure family programming needs are met.
- Driving from multiple locations required (mileage reimbursement included), good driving record, proof of insurance, and access to personal vehicle

Supervisory Responsibilities

Will supervise volunteers.

Educational Requirements:

Bachelor degree required.

Work Environment:

Most work is conducted in an office environment and/or a hospital environment. Attendance at events may be indoors or outdoors, possibly in hot or wet weather. In conjunction with certain events, employee may be required to lift packages (up to approximately 30 pounds) and stand for long periods of time. Must have access to a vehicle and possess a valid driver's license.

To Apply, send a cover letter and resume to hr@rmhcoregon.org, attention: Eric Brown.

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