



Ronald McDonald House Charities is hiring for a full-time **Family Placement Operations Manager** to join our Team.

- **Full-Time, 40 hours per week**
- **Salary starts at \$50,320.00**

**The Family Placement Team is often the first contact that a guest will have with our House and serve as the "welcome wagon" to prepare a family for their stay with us.**

The Family Placement Operations Manager will own and manage department level projects to support the Family Placement Team, including all system level improvements, introduction of and changes to department processes, implementation of required technology, and specific departmental needs as they arise. The Family Placement Operations Manager is also the business owner of the Family Registry Software that allows RMHC to ensure seamless and high level of quality service to families and hospital partners. This includes strategic improvements, maintenance, and training relevant team members. And, as needed, this role will also be responsible for day-to-day support of the Family Placement team, including fill-in and help with technical challenges. The Family Placement Operations Manager models RMHC's values and compassionate hospitality principles, reinforcing a culture of exemplary service.

A successful Family Placement Operations Manager will be an excellent communicator and will bring project management experience and expertise to support staff and guests. Experience managing and supporting technology tools is preferred. There is an element of flexibility in the schedule for qualified candidates.

#### **Primary Duties and Responsibilities Include:**

##### **Project Management**

- Responsible for planning and overseeing projects to ensure they are completed within a timely fashion and within budget. This includes development of project plans, schedule development, establishing milestones and tasks, and ensuring adherence to deadlines.
- Provides project updates on a consistent basis to key stakeholders.
- Measures project performance to identify areas of improvement and necessary adjustments.
- Plans system improvements for Family Placement technology needs, policy, and process
- Serves as a key point of contact for Family Placement projects, and as a liaison with other department stakeholders.

##### **Family Registry Business Owner**

- Business owner of Family Registry including strategic improvements, maintenance, trouble shooting.
- Owns development of a Family Registry training package for all Guest Services staff Chapter wide.
- Owns and supports development and updating of all Family Registry manuals and tools.
- Maintains excellent communication with Family Registry Software Developer.
- Serves as the Chapter contact for the National Family Registry User Group.
- Owns data reporting and analysis for Family Placement and Guest Services.
- Responsible for training and supporting "Super Users" at each House location Chapter wide.
- Owns Family Registry HIPAA and security compliance - Responsible for ensuring the system and associated processes and procedures are HIPAA compliant.

## **Family Placement Responsibilities**

- Supports, identifies, and develops technical solutions for Family Placement.
- Serves as a fill-in for Family Placement staff if a team member calls out.
- Collaborates with Family Placement Program Manager to train new Family Placement team members.
- Oversees the Medicaid process and owns high level communication surrounding Medicaid.

## **Other Responsibilities**

- Respond to critical off hours systems emergencies and emergent fill in as needed.
- Travel required to Bend and Springfield.
- Other duties, as assigned.

## **Experience Required:**

Minimum 2-3 years in managing projects and/or teams. Proficiency in business systems management preferred.

## **Skills Required:**

- Proven project management skills and techniques.
- Excellent oral and written communication
- Possess strong organizational skills to operate in a fast-paced environment that requires the ability to develop and maintain timelines and provide direction quickly and succinctly.
- Flexibility and ability to work under pressure meeting sometimes conflicting deadlines, demonstrating good time management skills.
- Time management
- Technical skill in managing data, database and other systems is preferred.
- Ability to handle many, varied responsibilities daily and work effectively in a team-based environment.
- Computer proficiency, including email, Word, Excel, and PowerPoint
- Strong attention to detail, including a high degree of accuracy.
- Excellent communication skills, both verbal and written
- Problem solving and analytical skills.
- Ability to work under limited supervision, both independently and as a team member.

## **Work Environment:**

Most work is conducted in an office 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.

## **COVID-19 Vaccination Policy:**

For the safety of our guests, staff, and volunteers, RMHC is requiring all staff and volunteers to be vaccinated against the COVID-19 virus. Candidates must be vaccinated by their start date unless a vaccine exemption is requested and approved.

**To apply, send a cover letter and resume to: [hr@rmhcoregon.org](mailto:hr@rmhcoregon.org)**

*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.*