Ronald McDonald House Charities is hiring for a
full-time **Family Placement Systems Manager** to join our Team.
There is an element of flexibility in the schedule for qualified candidates.

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

The Family Placement Systems Manager will own and manage our Family Registry Software that allow RMHC to ensure seamless and high level of quality service to families and hospital partners. They are responsible for strategic improvements, maintenance, and training relevant team members Chapter wide on Family Registry. They 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 Systems Manager models RMHC's values and compassionate hospitality principles, reinforcing a culture of exemplary service.

Primary Duties and Responsibilities Include:

- 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.
- Supports, identifies, and develops technical solutions for Family Placement.
- Serves as a fill-in for Family Placement staff if a team member calls out.
- Responsible for training new Family Placement team members.
- Oversees the Medicaid process and owns high level communication surrounding Medicaid.
- Responding to critical off hours systems emergencies and emergent fill in as needed.
- Travel required to Bend and Springfield.

Experience Required:
Minimum 2-3 years in business systems management and project management.

Skills Required:

- 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.
- Project management
- Technical skill in managing data, database and other systems.

Educational Requirements:

Bachelor's degree or equivalent experience in business systems management.

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 fully vaccinated by their start date. 'Fully vaccinated' means 2 doses of either the Moderna or Pfizer vaccine, or 1 shot of the Johnson & Johnson vaccine – plus 2 weeks after the final dose.

To apply, send a cover letter and resume to: 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.