



Job Title: Program Manager

Location: In-Hospital Programs

Reports To: Associate Director of In-Hospital Programs

Position Summary: The Program Manager manages guest family relations at all in-hospital Ronald McDonald House Charities of Richmond locations. The purpose of the Program Manager is to oversee and support the guest family experience and manage program location. The Program Manager adheres to and enforces all RMHC Richmond policies and procedures and supports the organization's mission as a brand ambassador. The Program Manager ensures the guest experience is comforting, safe, supportive, and well maintained. The position requires excellent verbal and written communication skills, proficiency in Microsoft 365, and strong attention to detail. The Program Manager is responsible for staffing coverage at in-hospital locations.

Essential Duties and Responsibilities:

1. Work with all members of the RMHC Richmond team to achieve the goal of providing the best possible services for families with children receiving medical care in Richmond.
2. Coordinates the admission of families to RMHC program by confirming with medical partner referrals and managing the check-in process.
3. Orients families, visitors, and guests to RMHC programs and facilities.
4. Performs recordkeeping and data entry related to admissions, departure, and occupancy.
5. Functions as a resource for guests by maintaining an up-to-date understanding of families' medical situations, providing local resources and developing optimal stay plans.
6. Ensures families utilizing the common spaces check in and out of the Family Room kiosk.
7. Monitors program occupancy and environment, including family members and guests, to ensure appropriate usage.
8. Ensures the guest database accurately reflects all referrals and collects monthly program statistics.
9. Maintains professional and engaging relationships with medical partners and may participate in medical partner medical partner staff meetings to provide education on our services.

10. Supervises the Family Care Specialists located at the CHoR House. This includes creating the CHoR House staff schedule, conducting annual reviews, and coaching and counseling staff.
11. Assists Associate Director of In-Hospital Programs with recognition of medical partners.
12. Collaborates with Volunteer Manager to ensure the programs have the appropriate volunteer and intern coverage.
13. Manages program intern(s) by delegating tasks and monitoring their performance for evaluation.
14. Assists with volunteer training and help to lead volunteers during shift, which may include meal volunteers.
15. Works with program staff and volunteers to implement regular family activities.
16. Assists with leading the all-program staff quarterly meetings.
17. Creates and adheres to the program budget and develops program specific goals for annual business plan.
18. Collaborates with the Food Access Manager to ensure the CHoR House has meals for guest families.
19. Responsible for collecting needed supplies at other organization locations for program use.
20. Manages emergency maintenance issues, as necessary. Reports any maintenance needs to EVS or CHoR Operations and the Director of Operations.
21. Work with EVS to ensure all guest rooms are cleaned prior to check in and common spaces are well kept.
22. Ensures that the appearance of the facility meets RMHC Richmond standards. This includes cleaning if EVS is not available.
23. Maintains close working relations with all Program Managers for the collaboration and continuity of care for our families.
24. Maintain open communication with all RMHC Richmond staff.
25. Maintains good public relations with community.
26. Communicates pertinent information about behavior and activities of guests to the Associate Director of In-Hospital Programs.

Knowledge and Skills:

- Excellent communication skills, mature judgment, and diligence.
- Demonstrate initiative, problem solving ability, and diplomacy.
- Demonstrate cheerful outlook toward guests, donors, volunteers, and others.
- Comfortable working independently within program spaces while interacting with patients, their families, and the clinical team.
- Demonstrate respect for the privacy and confidentiality of all guests and agency information.
- Demonstrate genuine concern for the successful operation of the House.
- Computer proficiency with multiple programs, including Microsoft 365 and general database software.
- Have a valid driver's license.
- Data entry experience.

Education and Work Experience:

- Bachelor's degree in social sciences, Hospitality, or related field; OR
- Two years' experience in nonprofit work or related field; OR
- Any similar combination of education and experience preferred.
- Administrative experience is desired
- Ability to communicate in Spanish is prefer

Essential Functions:

- Must be able to occasionally lift twenty-five pounds.
- Stair climbing is necessary.
- Requires a hospital badge and annual flu vaccination.
- Must have consistent and predictable attendance.

Reporting to This Position: Family Care Specialists

Compensation Package:

- Full-time. May require occasional flexibility for after-hours operations and holidays
- Salary: Commensurate based on experience
- Benefits: Health, vision, dental, 403b plan and match, sick and paid time off, major holidays off
- Monthly \$50 cell phone reimbursement

By the signing below I acknowledge that I have read the job description, fully understand, and agree to role expectations.

Employee signature

Date

Associate Director of In-Hospital Programs

Date