



## RONALD McDONALD HOUSE CHARITIES OF SOUTHERN COLORADO

is hiring for the following position. Please note, this is a LIVE-IN position with a 1-bedroom, 1 bath apartment as part of the position's compensation.

Interested applicants please submit a cover letter and resume to Cori Cushman:  
[Cori@rmhcsoutherncolorado.org](mailto:Cori@rmhcsoutherncolorado.org) by 3/1/2016.

**Title:** Resident Night Manager  
**Reports To:** House Manager  
**Hours:** 25 hour work week  
**Job Focus:** Oversees the evening, weekend and holiday management of Ronald McDonald House Charities (RMHC), ensuring smooth delivery of guest services and safe, efficient operation of the facility.

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**GENERAL FUNCTIONS:** The Resident Night Manager is a part-time non-exempt (FSLA) position and includes the responsibilities of managing the operations of the Ronald McDonald House by being on duty in the office/house 5 nights each week (Sunday night through Thursday night) and being available during sleep time, as described below, for guest/emergency situations.

The Resident Night Manager's schedule includes duty work in the office/house Sunday night through Thursday night, 5:00pm until 9:00pm, being available to guests until 10:00pm. Times may be adjusted as determined by the House Manager. The Resident Night Manager must remain on-premises of the House at all times during his/her duty/sleep time hours unless prior authorization is received. The current fair market value of the apartment provided to the Resident Night Manager, including utilities, is \$750.00 per month. Thus, the first \$750.00 of compensation for the position (\$11.43 x 25 hours/week) will be directed toward the monthly rent. The remaining time will be monetary compensation paid bi-monthly (\$196.70, 2x per month).

The period of time between 10:00pm and 8:00am will be considered sleep time. While the Resident Night Manager is required to stay on premises during these hours, the hours are intended for his/her rest and are not compensable unless (s)he is required during this period to perform tasks related to the business of the House (including but not limited to admission of guest families, responding to emergency situations, etc.) Such activities will be considered extraordinary and every effort will be taken by House management to limit instances in which sleep hours are disturbed. The Resident Night Manager will be compensated for any logged time of work performed during sleep time in 15-minute increments and will be compensated at \$10.00 per hour.

### ESSENTIAL FUNCTIONS:

- Handle all inter-house communications; answering phones, responding to family/phone requests.
- Oversee maintenance of the House; including cleanliness, directing minor repairs and responding to emergency repair situations.
- Keep all records pertaining to guests; occupancy, room donations, and daily paperwork reporting.
- Attend monthly staff meetings.
- Communicate regularly through Staff Communications Binder.
- Provide pertinent written communication with House Manager on evening activities – including Sleep Time Logs, when applicable.
- Conduct tours of House, as needed.
- Open/close House by following checklists provided.
- Manage monetary and goods/services donations; completing appropriate paperwork and ensuring that donations are inventoried/stocked, as needed.
- Monitor nightly dinners; ensuring that dinner is available to guests at 6:00pm, cleaned up/put away at 7:00pm with donor dishes being cleaned/labeled and placed in Office for pick-up.
- Oversee the cleaning of sleeping rooms; cleaning or directing volunteers to clean any/all rooms that need to be available to in-coming guests.
- Conduct checks of all common areas on a nightly basis to ensure all areas are clean/neat; cleaning/straightening, as needed.

- Responsible for making sure that all items on Weekly/PM checklists are completed nightly. These can be done by volunteers or yourself.
- Receive guest referrals from area hospital Social Workers' ensuring that all pertinent information is provided.
- Register/check out guests; following admission/check-out procedures established by Board of Directors.
- Schedule occupancy/manage room assignments; including local hotel accommodations, when applicable.
- Collect room donations.
- Orient new guests/families.
- Manage any/all guest requests.
- Oversee adherence by guests/volunteers to rules/policies of RM House.
- Provide an atmosphere of support to Houseguests, keeping informed of their medical situations while being sensitive to their need for privacy.
- Maintain strictest of confidence related to all information learned while at the RM House or when conducting RM House business.
- Be aware of community resources that might be needed by guests.
- Maintain a Wait List, as necessary.
- Assist in training and maintaining communication with volunteer staff.
- Supervise volunteers during duty hours.
- Refer to "To Do List" for scheduling volunteer activities (i.e. office, families and household maintenance).
- Coordinate all volunteer group activities at the House (churches, civic groups, scouts, etc.) as directed by House Assistant/House Manager.
- Communicate any/all volunteer issues (no shows, performance problems, etc.) via Communications Binder.
- Executes other responsibilities and special projects as requested.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Strong organizational, interpersonal, and communication skills; public speaking ability; clear writing style
- Knowledge of general office procedures with data base management skills
- Respect for diverse cultures and ability to work and interact with all types of people
- Ability to maintain confidentiality
- Effective problem solving and decision-making skills
- Flexible approach to working hours

**Essential Physical Functions**

Negotiate Stairs - Lift 25 pounds - Bend and Stoop - Able to use a ladder and small tools