



Assistant Director of Family Services

Reports To: Director of Family Services

Schedule: Full-time. 5 days/week, including Sundays. Other occasional evening, weekend, and holiday availability required.

Pay Range: \$62,000-\$76,000

Status: Salaried. Exempt.

Benefits: Comprehensive benefit package. Professional development and training.

Introduction

Ronald McDonald House® Louisville is built on the simple idea that nothing else should matter when a family is focused on the health of their child – not where they can afford to stay, get their next meal, do their laundry, or lay their head at night to rest. Ronald McDonald House Louisville is more than a house. It's a home and support system allowing families to stay together and focus on the healing of their sick children at a critical time. All programs and services are free of charge to families.

Mission and Vision

Ronald McDonald House Louisville provides essential services that remove barriers, strengthen families, and promote healing when children need healthcare. We envision a world where every family has what they need to ensure the best health outcomes for their children.

Core Values

- We lead with compassion.
- We are deeply respectful.
- We act with integrity.
- We are firmly committed.

Our Commitment to Inclusion and Belonging

You belong here. We create a community where everyone is welcome, valued, and respected. Inclusiveness is a reflex for us, not an initiative. We know that our differences unite us. We embrace and celebrate the unique perspectives, backgrounds, and ideas that each person brings to our mission so that, together, we can best care for all families we serve.

Responsibilities

The Assistant Director of Family Services plays an important role in our commitment to delivering exceptional service to guest families and a positive, welcoming environment for all visitors to Ronald McDonald House. The Assistant Director supports the Director of Family Services in fostering a compassionate and caring atmosphere and ensuring smooth day-to-day operations at the House with great customer service as a top priority. In the Director's absence, the Assistant Director oversees the Family Services Team, including guest services, family supports, housekeeping, and day-to-day House management. This position is a daytime 5 days/week schedule, including Sundays. Flexibility to work on-call hours and occasional evenings, weekends and holidays is required. Responsibilities include:

- Provide exceptional customer services to guests as they arrive and throughout their stay, modeling empathy, active listening, and patience with all families, volunteers, staff, and other visitors.
- Address guest needs and questions during their stay. Refer guests to outside services, as needed.
- Lead the Family Services Team in the Director's absence, including assisting with onboarding and ongoing training of Family Services staff.
- Assist the Director in scheduling Family Services staff coverage of the House, as needed. Coordinate with the Director to work holidays or other shifts not already covered by other Family Services staff.
- Alternate on-call hours with the Director.
- Supervise the overnight and weekend Family Services staff, including performance management and regular coaching of staff.
- Oversee housekeeping, including supervising housekeeping staff and managing any external housekeeping contracts.
- Review and share guest survey results with the Director and recommend other mechanisms to gather feedback from families during and after their stay. Use this

data to recommend and implement process improvements throughout daily House operations.

- With the Director, serve as a liaison with House volunteers, welcoming them, assigning them meaningful and rewarding jobs to do, and thanking them for their service.
- Maintain strong, collaborative relationships with other departments and staff throughout the organization.
- Follow and enforce the guidelines and policies of the Ronald McDonald House. Provide regular coaching to direct reports on House guidelines and behavioral and performance expectations.
- Lead Family Services staff meetings in the Director's absence.
- Support the Family Services Committee by participating in meetings and leading them in the Director's absence.
- Provide regular communication updates to the Director.
- Be available to respond to urgent or emergency situations at the House when the Director is not available.
- Maintain professional and caring relationships with neighbors, community partners, and hospitals. Remain knowledgeable about hospital personnel and referral processes. Assist the Director in exploring community partnership opportunities for Ronald McDonald House to enhance the services provided to families.
- Advise the Director of meaningful training and other supports for frontline Family Services staff to support their physical, mental, and emotional well-being. Assist in coordinating these supports for staff members.
- Assist the Director with administrative duties including: gathering Medicaid and Passport information, ensuring accuracy of data in the Family Registry database, updating family surveys, and creating and updating procedure documentation including the House Operations Manual, Guest Guidelines, and Emergency Action Plan, as needed.

Skills and Qualifications

- Minimum of 2 years of customer-focused and people management experience.
- Strong computer skills, including Microsoft business applications (Outlook, shared calendars, Word) and database management.
- Strong written and verbal communication and interpersonal skills.
- Good organizational, time management, and problem-solving skills. Must provide consistent and reliable follow-up with staff, families, and volunteers.
- Exceptional customer service skills. Trained in trauma informed care preferred.

- Ability to work well with diverse groups of constituents (families, volunteers, donors, staff) while maintaining professional boundaries.
- Strong attention to detail; Ability to work accurately, with interruptions.
- Ability to be self-directed and work well independently and as part of a team.
- Ability to exercise flexibility, initiative, good judgment and discretion. The ability to maintain confidentiality is extremely important in this role.
- Must be available to work Sundays and occasionally other evenings, weekends, and holidays.
- Ability to lift 10 pounds.
- Professional, dependable, and timely.

Application Process

Please submit a cover letter and resume to angie@ronaldmcdonaldhouselouisville.org with the subject line “Assistant Director of Family Services.” Submissions without these items will not be considered.

After reviewing cover letters and resumes, selected candidates will be contacted to move forward in the process. We look forward to seeing your experience and skills and how you could contribute to supporting families staying at Ronald McDonald House Louisville!