



**Ronald
McDonald
House®**
Louisville

Family Services Associate

Reports To: Director of Family Services
Schedule: Rotates. Part-time. Third Shift
Pay Range: \$18.00+/hour
Status: Hourly. Non-exempt
Benefits: N/A

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 Overnight Security and Family Services Associate is the primary point of contact for families at the Ronald McDonald House during the overnight hours. This role is responsible for creating a compassionate and caring atmosphere for families and guests, monitoring overnight security, and maintaining Ronald McDonald House Louisville's highest security standards. This position serves as a positive ambassador for Ronald McDonald House Louisville and our mission. Duties include:

- Check families in and out who are arriving/checking out after hours. Ensure all information is entered into the Family Registry database (i.e., photos, IDs, and insurance information are recorded properly.)
- Answer the videophone when a person is requesting admittance to the House after hours. Screen all video call carefully and determine admittance (or not) into the House based on House training, policies and procedures.
- Answer phone calls in a clear and friendly manner.
- Monitor all security cameras, particularly the parking lot and entry cameras.
- Enforce House policies with guests and visitors. Address guest issues as they arise. Communicate House policy violations to the Director of Family Services immediately. Ensure front desk coverage at all times. Assist with laundry and other House duties only if/when another staff member is able to cover the front desk. Take the front desk tablet and cell phone with you if you must step away from the front desk.
- Input end of shift notes into Family Registry database to ensure communication with all Family Services staff.
- Assess and manage emergency situations in the House according to Emergency Action Plan, including tornado warnings, fires, 911 calls, guest emergencies, etc. Monitor weather alerts and respond accordingly to any warnings.
- In emergency situations when warranted, initiate and lead building evacuation efforts and cooperate with the Fire Department and emergency personnel. If law

enforcement arrives at the House, determine their purpose, who called the police, and follow House protocol and training accordingly.

- Maintain front desk coverage while assessing and responding to emergency situations in accordance with Ronald McDonald House Louisville training and protocols. Facilitate building and guest room access to EMS and emergency personnel. Notify Ronald McDonald House Louisville personnel accordingly.
- Address emergency maintenance matters as they arise.
- Help to train incoming FSA staff, as needed.
- Fill overnight shifts of other third shift Family Services Associates during planned and unplanned absences, as needed.

In order to best support Ronald McDonald House Louisville's mission, all employees are expected to make contributions to daily operations that are not explicitly stated within the scope of their job title or department duties. To that end, all jobs include the requirement to participate in duties that cross over departmental lines and are in the interest of the overall health of the organization and beauty of the campus.

Skills and Qualifications

- Must be attentive and detail-oriented; Ability to work accurately, with occasional interruptions.
- Must maintain a professional demeanor and good customer service skills.
- Must exercise excellent judgement, initiative, and discretion; Utilize trauma-informed care principles when engaging with families and guests.
- Ability to work with a diverse group of constituents (families, volunteers, donors, staff) while maintaining professional boundaries.
- Ability to be self-directed; Work well independently and as part of a team. Provide a teamwork approach to problem solving.
- Ability to lift ten pounds

Application Process

Please submit a cover letter and resume to christy@ronaldmcdonaldhouselouisville.org.

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!