

Job Description

Position Title:	House Manager
Reports To:	CEO
Direct Reports:	Front of House, Housekeeping, Accounts Admin
Location:	Ronald McDonald House South Island, 33 Cashel Street, Christchurch
Status:	Permanent, full-time employee
Date:	November, 2018

Ronald McDonald House South Island Mission:

Supporting families while their child receives hospital care; more than just a House (under review)

Our Values:

- We lead with compassion
- We focus on the critical needs of children
- We celebrate the diversity of our programmes and our people
- We operate with transparency and accountability
- We value our heritage

Our unique impact:

For over 15 years, the Ronald McDonald House South Island Chapter has provided family-centred care via our Ronald McDonald House and Ronald McDonald Family Room programmes by providing vital resources, compassionate hospitality, care and support to over 7,500 children and their families who have undergone medical treatment at South Island hospitals.

Position Objective:

The House Manager supports the Mission of Ronald McDonald House South Island (RMHSI) with primary focus on the day-to-day operations of Ronald McDonald House (Christchurch) and the Ronald McDonald Family Room (Christchurch Hospital). The House is a family-centred care facility comprising 26-rooms which is staffed 24-hours 365 days of the year. Our Family Room (presently non-residential) is staffed via volunteers. The House Manager has responsibility for the overall House administration, service delivery and relationships extended to all internal and external guests and visitors - this includes provision of family liaison support to the families staying at our facilities.

Why is this role important?

We rely on the generous support of the public, businesses and volunteers to operate our facilities, in addition to undertaking fundraising to meet costs. While we receive no direct Government funding, we are able to seek financial support from the Ministry of Health's Travel and Accommodation Scheme for eligible families. **Volunteers** are the backbone of our organisation and their generosity and dedication directly supports families in need. **Corporate and Community Support** comes to us in cash and in-kind donations and is vital aspect for us to continue to provide our excellent level of service. **Fundraising** is organised and delivered by a dedicated team who work tirelessly to secure funds and includes delivering four major events, a fashion show and annual street appeal each year. Community groups, businesses and individuals also fundraise on our behalf along with online donations via the digital platforms available to us. **The Family Dinner Programme** involves volunteer groups of businesses, corporates and groups from our community cooking meals for the families several nights a week which is a welcome relief for families after long days spent at Hospital.

Key relationships:

Internal Relationship

House guests and families, Volunteers, RMHSI team members, Board of Trustees, other RMHC Programmes

Nature of the relationship

Working in collaboration in achieve our charity's objectives

External Relationships

Indicative external relationships for this role would include but are not limited to:- General public, District Health Boards, Ministry of Health, Donors, Trades and services, corporate and community organisations, other charities

Nature of the relationship

Partner engagement and delivery to achieve aligned outcomes

What this role is about:

Guest Families

- Provide a warm and welcoming environment for families, guests, volunteers, team members, sponsors and the general public
- Maintain a friend family atmosphere that is home-like and supportive
- Register families and ensure a full orientation within one day of arrival to the House
- Provide assistance to families as required with luggage, hospital site, locale and immediate needs items
- Ensure all guests are informed of Fire and Safety procedures as part of the admission process
- Liaise directly with the CEO or After Hours Manager regarding any situations that may impact on the RMHSI team, guests and volunteers of the House
- Provide families with information to assist them during their stay at Ronald McDonald House or seek guidance on support available
- Monitor guest family observance of policies and procedures during their stay.
- Maintain full 'duty of care' for all house guests and inform CEO or 'on call' After Hours Manager of any instances where this may be compromised
- Address any guest family situation requiring action in a courteous manner and in consultation with the CEO when warranted
- Review and evaluate guest assistance requests or special needs of guest families, providing assistance or referral as appropriate
- Take action that will address client/family needs, and uphold appropriate confidentiality

House Operations

- Be responsible for the overall general presentation of the House on a daily basis
- Be responsible for the routine maintenance of all assets; furniture and fittings and equipment to ensure non-scheduled expenditure is minimised, equipment lifespan is maximised and the House quality is exceptional
- Follow up and attend to minor maintenance requirements as per procedure
- Assume safety warden duties when on shift in the event of an emergency and House evacuation

- Review, recommend and implement guidelines and policies in conjunction with the CEO and Board of Trustees to provide a safe and pleasant experience for guest families and volunteers
- Promote good relations with the medical community to ensure programme services, policies and procedures are understood by referring staff and prospective guest families'
- Coordinate with area medical professionals and social workers to stay up-to-date with their changing guidelines and procedures.
- Responsible for inspection, maintenance and organisation of the House and grounds, including security
- Responsible for the cleaning and sanitation of facilities in accordance with policy and procedure.
- Maintain inventory to keep adequate supplies of necessary household items on hand and storage areas organised.
- Identify supplies needed to support the House (including pantry items) and keep Wish List of items updated, liaise with Marcom to ensure promotion of needs
- Ensure donations delivered to the House are properly received and processed, including paperwork for all donated goods and services
- Plan and arrange the Family Dinner Programme (FDP) for guest families and food safety standard policies clearly communicated with FDP groups
- Execute and monitor the Day Visit Programme (DVP) and provide relevant feedback, enhancement and reporting to CEO
- Negotiate with suppliers to donate or provide goods and services at a reasonable rate, working with the CEO on emergency needs. Manage the existing and forge new relationships with the suppliers
- Review, recommend and implement guideline and policy enhancement / changes to/with CEO

Record Control

- Maintain daily the guest register and guest files, updating promptly when changes occur via Exceed CRM
- Maintain accurate daily input of statistical information related to House occupancy
- Ensure all admissions and discharges are processed in a timely manner and data entry is accurate, MOH details (where appropriate) are recorded
- Update and amend changes to Exceed database promptly
- Maintain volunteer files and update relevant information sheets as required
- Ensure the visitor register (Vistab) is maintained accurately
- Ensure the correct storage, maintenance and confidentiality of all guest/ volunteer files

Administration / Finance

- Ensure all general office tasks are undertaken including stock control and ordering
- Ensure Front of House computer is regular updated and outdated information is archived
- Operational reports - for the monthly Board meeting and MTD vs budget and YTD with variations reported to
- All pre accounts processing of revenue to be accurately coded and processed
- Ensure all marketing information is current and available
- Ensure the safe storage of revenue in the House safe or deposited in the bank if amount is greater than \$1000
- End of week banking to be undertaken regardless of funds
- Develop a full understanding of the Operational Budget and work within its parameters

- Work closely with accounts to ensure MOH funded stays paperwork is submitted and any queries addressed in a timely manner
- Generate three monthly financial reports to the CEO with recommendations for budget considerations
- Quarterly and year-end report overview of House trends

Volunteers

- Update and distribute monthly volunteer rosters
- Ensure adequate volunteer cover is maintained in the House during the week including After Hours component
- Oversee the volunteer co-ordinator role to support the key provision of volunteers for the House; to include volunteer recruitment, retention, recognition and liaison with the fundraising team for volunteer needs
- Manage in conjunction with the volunteer coordinator, the training of volunteers and orientation to the House

Team Management & Development

- Be responsible for the overall general presentation of the House on a daily basis by directing and supervising Housekeepers and volunteers
- Provide team leadership and supervision to the After Hours Supervisors, Housekeepers, part time Front of House staff, accounts – the 'Operational Team'
- Ensure monthly departmental reports are generated, reviewed and appropriate recommendations are proposed to the CEO
- In conjunction with the CEO, undertake six monthly individual performance reviews with all House Operational Staff
- Lead weekly team meetings for Operational Staff
- Hold a weekly meeting with the CEO to report on all operational issues and opportunities

Leadership

- Responsible for the management and day to day supervision of the Operations Team including hiring, training, and performance evaluation
- Responsible for scheduled night/weekend supervisors for evening, weekend or holiday shifts to provide 24-hour coverage
- May be assigned to be on call overnight, handle emergency situations and other urgent circumstances outside regular scheduled hours
- Keep volunteer coordinator informed of the needs of possible volunteer assignments
- Attend and assist as necessary with the execution of fundraising events, campaigns tours, activities and meetings
- Ensure a culture of safety and wellness is maintained both at work and in any environment in which RMHSI could be considered to be operating

Personal Development

- Proactively seek our relevant professional development activities to pursue in agreement with the CEO
- Keep up to date on trends in your area of expertise
- Keep a positive attitude as a team player and source of support
- Learn aspects of all team members positions to provide assistance as needed
- Seek awareness of potential new programmes/services which could improve guest family's services or the Mission of the charity

Responsibility to the Charity

- Promote a positive and professional image of RMHSI at all times in accordance with RMHSI policy
- Serve as an ambassador form RMHSI appropriate communicating the mission purpose of the charity
- Act with integrity and on Mission
- Be familiar with payment and spending in line with the delegated authority associated with this role

Health & Safety

- Comply with the Health and Safety Policy and processes at all times
- Take no action, or inaction that may cause harm in the workplace or in any environment in which the organisation could be considering to be operating
- Follow safe methods and take no unreasonable risks with your own or any others persons safety
- Report all workplace accidents, incidents, near misses and any potential workplace hazards to the relevant Health and Safety Officer or CEO
- Seek assistance or advise where the safe method of completing a job is not known.

Sustainability

- Maintain a high focus on resource use and disposal to minimise environmental impacts and economic cost

For the Ronald McDonald House South Island team, operational excellence looks like this:

- We show compassionate hospitality in our family-centred spaces
- Well-trained, thoughtful and kind team members and volunteers
- Our policy and procedures are consistent
- Well maintained and comfortable facilities
- A comprehensive and innovative approach to meeting the family's needs

Qualifications, Knowledge and Experience specification

- A high level of emotional intelligence, empathy, diplomacy, integrity and kindness
- Minimum 3-years' experience in management of facilities, residential services, hospitality or other related fields
- Previous experience with programme planning, implementation and evaluation
- Interest in and/or understanding of the not-for-profit community
- Experience (as a volunteers or in a professional setting) which demonstrates competence in working effectively with volunteers
- Demonstrated problem-solving and decision making skills with strong organisational skills and the ability to handle multiple and diverse tasks
- Demonstrated ability to operate in a flexible team orientated environment
- Ability to interface comfortably and appropriately with diverse audiences including Board of Trustees, Donors, team members, Volunteers, Medical Personnel, Families and Community
- Demonstrated written and oral communication skills
- Proficient with Microsoft Office Suite and knowledge of (or ability to quickly learn) Exceed CRM
- Valid and clean drivers licence
- Is scrupulously honest, fair and transparent in dealings with everyone and is broad minded, tolerant and non-judgemental
- Has a sense of humour and an ability to stay cheerful during tough times
- Inspiring and motivating to be around
- Takes ownerships, embraces change, learns rapidly, works as a team player
- Shows a love of learning and continuing self-improvement
- Shows loyalty and commitment to RMHSI

General

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform to contribute to the overall success of the Charity, if asked to do so.