

## Ronald McDonald House Charities New England (RMHCNE) – Boston Harbor House

**Per-Diem Relief Managers (weekends, evenings, holiday positions available – flexible hours)**



### **Position Summary:**

Ronald McDonald House of Boston Harbor is seeking part-time, per-diem Relief Managers to cover a variety of shifts such as weekend days, weekday nights and official federal/state holidays. Relief Managers are responsible for the smooth operations of the Ronald McDonald House Boston Harbor (located in the Navy Yard of Charlestown) during their scheduled shifts. Per Diem Relief Managers are critical members of a larger team of essential relief managers who assist children and families during their stay with us while they are receiving critical care at local hospitals. Shifts are typically four-to-eight-hour blocks on the weekends or on holidays (9:00 a.m. - 5:00 p.m.). Scheduling flexibility and a compassionate, positive attitude is needed, as you will be part of an organization that has an extraordinary mission to help “Keep Families Close.” This is a great opportunity for responsible college students, graduate students, retirees or professionals who would like to supplement their income with a position that is more than just a job; it’s an opportunity to do great work in your community in a joyful and caring atmosphere.

### **Position Responsibilities:**

- Maintain a high standard of hospitality, making families as comfortable as possible throughout their stay at RMHC. Promote an atmosphere of warmth and support in the House, providing a listening ear for families’ concerns and suggestions, and interacting in a compassionate and respectful manner.
- Maintain communication with the House staff while on shift.
- Assume primary responsibility for providing for family/guest needs. Ensure that the office, community space and playroom is clean and welcoming; complete light housekeeping duties such as laundry and cleaning, as needed, in our guest apartments to ensure a clean and welcoming space (ensuring COVID cleaning protocols).
- Assessing situations and following the proper protocol for emergencies. Managing crisis/emergency situations which may arise during the shift, including but not limited to: family members getting locked out, phone calls, maintenance problems, and security or fire emergencies.
- Remaining on the premises at all times.
- Assume responsibility for administrative tasks assigned by the House Operations team.
- Manage and address maintenance requests from families and report maintenance issues in the logging system.
- Oversee the volunteer activities on your shift and help with fun family activities such as Crafts, Meals with Love and Pet Therapy visits

### **Qualifications:**

- Strong communication and interpersonal skills.
- Experience and appreciation for working with diverse perspectives; cultural competency is required.
- A “can-do” attitude to get the task or job done; warm, approachable, empathetic, positive and compassionate character.
- Ability to adapt and remain composed during stressful/crisis situations.
- Knowledge of Microsoft Office, SharePoint, Microsoft Word and Excel; Ability to learn a new database system.
- This is an interactive, family/guest-facing position that requires strong people-skills.
- Preference will be given to candidates who can show commitment to at least two weekend shifts per month and at least one federal/state holiday per year.

All employees of RMHCNE are required to be fully vaccinated for COVID19, including all boosters recommended by the CDC on day 1 of employment.

**Compensation:**

This position is a part-time, non-exempt, per-diem position and does not include benefits. The pay rate is \$15.00 hourly and a feeling of doing abundant good while helping children and families who need it the most.

**How to Apply:** Interested parties, please send a resume to [rmhcnejobs@rmhcne.org](mailto:rmhcnejobs@rmhcne.org). Please note “Boston Relief Manager” in the subject line. Please include in the email a few lines of why you are interested in the position. The position will remain open until filled. RMHCNE is an equal opportunity employer.

