# Job Description

**JOB TITLE: Program Manager**
Reports To: Director of Family Services
Last Updated: 08/25/2026
Status: Full-Time Exempt, $52,000 - $62,000
Schedule: Monday – Friday, 7am to 3pm
Location: Monument House

## SUMMARY OF ROLE

The Program Manager oversees guest family relations and daily operations for Ronald McDonald House Richmond's Monument House, ensuring a safe, comforting, and well-maintained environment for families. The role supports the guest experience, manages program activities, enforces Ronald McDonald House Richmond policies, and serves as a brand ambassador.

All Ronald McDonald House Richmond employees are expected to embrace our **Values** of:

We lead with compassion

We are deeply respectful

We act with integrity

We are firmly committed

## ESSENTIAL DUTIES

include but are not limited to:

1. Ensure a consistently welcoming and engaging environment for families, donors, volunteers, and partners who enter our spaces.
2. Coordinate family admissions by confirming medical partner referrals and managing check-in and orientation processes.
3. Serve as a resource to guest families by understanding stay needs, sharing local resources, and supporting optimal stay plans.
4. Provide leadership and oversight for the Monument House location, ensuring all programs, guest spaces, and facilities consistently reflect Ronald McDonald House Richmond standards for safety, hospitality, and functionality.
5. Maintain accurate guest records, including admissions, departures, occupancy, and monthly program statistics.
6. Monitor program occupancy and common spaces to ensure safe, appropriate, and welcoming use.
7. Lead transportation coordination for guest families, manage schedules and van drivers, and provide transportation as needed to ensure safe and timely hospital access.
8. Build and maintain professional relationships with medical partners and participate in educational or partner meetings as needed.
9. Work collaboratively across the team to ensure facility appearance, program supplies, meals, and maintenance needs are consistently monitored, communicated, and completed.
10. Maintain continuity of care through collaboration with Program Managers and serve as backup coverage across all Ronald McDonald House Richmond programs and locations, as needed.
11. Supervise weekday Family Care Specialists, including staff scheduling, coaching, and conducting annual career conversations.

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12. May serve as the Administrator On Call on a rotating basis in collaboration with other Program staff to ensure continuity of operations and support for families, staff, and volunteers as needed.
13. Collaborate with the Volunteer Services Manager to ensure appropriate volunteer and intern coverage; support training and daily engagement.
14. Supervise volunteers in daily program activities, ensuring clear task expectations and a positive, high-quality volunteer experience.
15. Support the development of program interns by creating and assigning meaningful projects, while providing regular feedback.
16. Coordinate and support family activities, events, and programming in collaboration with staff and volunteers.
17. Manage the Monument House budget and contribute to annual Program Team business planning and goal setting.
18. Collaborate with the Development team to identify and engage families who may be suitable participants in marketing and fundraising efforts, ensuring adherence to organizational guidelines, privacy standards, and ethical practices.

## KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of family-centered service practices and the ability to build trusting, respectful relationships with families, team members, volunteers, and community partners.
- Strong verbal, written, and interpersonal communication skills, including active listening, empathy, cultural awareness, and the ability to communicate effectively and sensitively with families, team members, donors, and volunteers.
- Ability to lead, supervise, coach, and develop others while fostering collaboration, accountability, and a service-oriented team environment.
- Knowledge of program and facility operations, with the ability to coordinate guest services, staffing, transportation, supplies, records, technology, safety, and daily activities.
- Strong organizational, time-management, and prioritization skills, with the ability to manage multiple priorities, adapt to changing needs, and maintain attention to detail.
- Strong problem-solving, decision-making, and judgment skills, with the ability to assess situations, identify solutions, respond appropriately, and uphold ethics and accountability.
- Self-motivated and committed to continuous professional and technical development, with the ability to apply new knowledge to the role and share relevant insights with colleagues.
- Knowledge of confidentiality, diversity, inclusion, and ethical practices, with the ability to protect privacy and dignity, maintain professional boundaries, and promote respectful and equitable service.

## MINIMUM QUALIFICATIONS

- Bachelor's degree in social work, psychology, human services, hospitality, nonprofit management, or related field.
- 2 years of managerial experience
- 6 years of nonprofit or social service experience; and/or
- Any appropriate and effective combination of any of the above.
- Familiarity with trauma-informed care principles.
- Experience providing direct service or support to families, guests, clients, or individuals navigating challenging or stressful circumstances preferred.

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- Experience coordinating multiple aspects of program operations, such as scheduling, admissions or intake, transportation, facility needs, guest services, events, or program activities preferred.
- Experience developing and maintaining collaborative relationships with healthcare providers, community organizations, or other external partners preferred.
- Experience with budget monitoring, expense management, program planning, and goal setting preferred.
- Access to reliable transportation.
- Computer skills, with working knowledge of the primary Microsoft Office programs.
- Ability to successfully pass a background check and other pre-employment screening.

**ADDITIONAL DESIRED QUALIFICATIONS**

- Multilingual skills, specifically Spanish speaking
- Master's Degree

**PHYSICAL REQUIREMENTS**

includes but are not limited to:

- Able to talk and hear, both in person and by phone.
- Able to use hands and fingers in a manner that allows for use of a keyboard and phone.
- Vision abilities required by this job include close vision.
- Able to climb 4 flights of stairs multiple times per shift.
- Able to lift & carry items up to 25 lbs.
- Able to work on a computer for extended periods of time.
- Able to perform assigned duties, which may require standing and walking for extended periods, bending, stooping, reaching, pushing, pulling, moving and repositioning furniture or equipment, changing linens or room materials.

**EMPLOYEE ACKNOWLDEGMENT**

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| Print | Sign | Date |

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