

Job Description



JOB TITLE: Overnight Family Care Specialist

Reports To: Program Manager

Last Updated: 10/13/2026

Status & Salary: Part Time Hourly, \$17.00 - \$20.00/hr

Schedule: 11pm to 7am, 3 nights per week

SUMMARY OF ROLE

The Overnight Family Care Specialist provides reliable overnight coverage, focusing on cleaning, sanitizing, stocking, and preparing the House for families the following day. This role maintains a safe, welcoming environment by conducting facility rounds, ensuring authorized access, and supporting guest needs. The Overnight Family Care Specialist communicates effectively with staff, providing a thorough shift handoffs, and supports overnight operations across program locations.

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. Provide reliable shift coverage and maintain a consistent staff presence to support overnight operations and ensure continuity of care and service.
2. Perform overnight cleaning, sanitizing, organizing, and stocking to prepare the House and common spaces for families the following day.
3. Conduct routine interior and exterior rounds, including vacant rooms, to ensure facility readiness and report maintenance or safety concerns.
4. Ensure access to the House is limited to registered guest families and other authorized individuals in accordance with House policies and safety protocols.
5. Cross-train across multiple program locations, including the hospital space, to provide flexible operational coverage.
6. Manage guest check-in and check-out processes, including required forms and documentation.
7. Support guests by remaining attentive to family needs and providing appropriate assistance.
8. Process and organize donations and maintain a clean, organized, and welcoming lobby.
9. Communicate effectively with teammates through thorough shift handoffs and maintain positive relationships with guests, medical partners, and community members.
10. Review and respond to work-related emails and correspondence during scheduled shifts.
11. Participate in required meetings, trainings, professional development, and performance discussions, including trauma-informed care and annual career conversations.
12. Serve as a resource for guests by staying informed of family needs and providing appropriate support.
13. Adhere to Ronald McDonald House Richmond food policies and procedures and maintain a current ServSafe certification.

14. Maintain positive and warm public relations with medical partners, neighbors, and community members.

KNOWLEDGE, SKILLS & ABILITIES

- Exceptional interpersonal and written communication skills, with the ability to actively listen, build meaningful relationships, and maintain long-term trust and partnership with families, volunteers, and team members.
- Self-motivated and committed to ongoing professional and technical development, consistently applying new knowledge to the role and sharing insights with colleagues.
- Proactive problem solver who consistently centers the needs of families in all aspects of the work.
- Demonstrates sound judgment and upholds a high standard of ethics and accountability for self and others.
- Authentically embraces and promotes values of inclusivity and diversity in daily practice.

MINIMUM QUALIFICATIONS

- High School Diploma
- 3 years of hospitality or housekeeping experience; OR
- Any appropriate and effective combination of any of the above.
- 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
- Experience providing direct service or support to families, guests, clients, or individuals navigating challenging or stressful circumstances preferred.

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 30 lbs.
- Able to work on a computer for extended periods of time.
- Must remain awake and alert throughout the entirety of the shift.

EMPLOYEE ACKNOWLEDGMENT

Print

Signed

Date