



## **Ronald McDonald House Charities of Connecticut & Western MA**

Ronald McDonald House Charities of Connecticut and Western Massachusetts (RMHC CTMA) supports families whose children are ill or injured. The mission of RMHC CTMA is to create, identify, and support programs that directly improve the health and well-being of children and families. Our vision is to provide all children with access to medical care and for families to be supported and actively involved in their child's treatment. Each year, our House programs serve as a home away from home for hundreds of families around the country and the world. We have served more than 25,000 families as their children seek essential healthcare and assisted in saving families over \$2 million in hotel and food costs in 2023.

### **RMHC CTMA Programs:**

Ronald McDonald House of Connecticut (RMHCT) opened in 1985 on George Street in New Haven, CT. The current House, located at 860 Howard Ave in New Haven, was built in 2017 with 18 guestrooms, and two respite rooms. RMHCT provides support to Yale New Haven Children's Hospital, Bridgeport Hospital and Stamford Hospital in Connecticut. The House is currently in an expansion campaign and expects to open 11 additional rooms in the upcoming year.

Ronald McDonald House of Springfield (RMHSP) opened in 1991 at 34 Chapin Terrace, Springfield, with 20 guest rooms and one respite room. RMHSP provides support to Baystate Children's Hospital and Shiner's Hospital New England as well as other local medical facilities in Western MA.

Ronald McDonald Family Room at Baystate Children's Hospital (RMFR BCH) will open in the fall of 2024 and will provide a quiet place within the hospital, away from medical units where families can recharge, grab a bite to eat, and rejuvenate during long days of a child's treatment. RMFR BCH will provide the care and comfort a family needs just steps away from their child's bedside.

## **Chief Operating Officer**

### **KEY COMPETENCIES**

**Values & Trust** – Keeps the mission and priorities of RMHC CTMA first and foremost when making decisions that impact our service to families. Acts with honesty and integrity in all matters. Treats others fairly. Represents RMHC CTMA well in deeds and actions.



**Compassion** – Acts in a caring and inclusive way towards all guests, volunteers and co-workers, regardless of relationships with them and without regard to any individual differences.

**Adaptability** – Open to and embraces change and new ideas. Demonstrates flexibility in doing things differently. Can adapt quickly without reservation. Is supportive and consistently reliable to execute changes in methodology or process.

**Problem Solving** – Can find effective solutions to problems; demonstrates ownership, is proactive and resourceful. A creative thinker who can carefully analyze a situation and has the determination to resolve issues effectively.

**Communication** – Strong interpersonal and communication skills to effectively interact with stakeholders, including the Board of Directors, Advisory Councils, volunteers, staff, and donors.

## Description

The role of the RMHC CTMA Chief Operating Officer (COO) will provide leadership and oversight of the daily operational functions for our multi-site organization, responsible for all internal operations, and employee relations. It will be important for the COO to maintain a presence at each Program location. These internal functions include Chapter Programs and Services; Human Resources (Organizational Development, Employee Relations) and Facility Management.

The COO ensures proper operational controls, reporting procedures, staffing, and systems are in place to deliver a safe and supportive environment for the families we serve. Evaluation of all operational programs and services for improvement opportunities and expansion of services, while ensuring financial sustainability and operating efficiency.

The COO will serve as a member of the Executive Leadership Team and be an active participant in making strategic decisions, managing the daily operations, and administrative functions of RMHC CTMA. The COO is responsible for the oversight and leadership of the House Program Managers and manages the RM Family Room Program. The position will provide training, encouragement, and team building opportunities for staff members, always fostering an above and beyond approach, and “guest first” attitude.

Reporting directly to the Chief Executive Officer (CEO), the COO will supervise RMHC CTMA Operations staff, assign work, provide training and direction to ensure compliance with establish standards while promoting a supportive and team-orientated environment. The COO will support the CEO in the development and



implementation of the strategic plan and creating a culture in which the team and organization thrive.

## **Roles and Responsibilities**

### **Ronald McDonald Family Room Program**

- Manages the RM Family Room Program located at Baystate Children's Hospital.
- Responsible for staff and volunteer schedules ensuring adequate coverage during operating hours.
- Coordinates and monitors annual program budget.
- Oversees the implementation of the program and services delivered ensuring exceptional Family-Centered Care.
- Enforces all Family Room policies and ensures compliance with RMHC Global and Baystate Children's Hospital.
- Fosters Hospital relationships and maintains a positive RMHC CTMA, BCH relationship to ensure good standing.

### **Ronald McDonald House Programs**

- Maintains Operations Policy and Procedures Manual and ensures RMHC CTMA is in compliance with RMHC Global requirements.
- In conjunction with the Program House Managers, oversees the implementation of the programs and services delivered at each House to ensure services are carried out according to established policies.
- Oversees house security, crisis management, and vendor security contracts.

### **Program Development**

- Identify changing needs, plan and implement new programs and program changes.
- Ensure development, documentation, and maintenance of guidelines, systems, procedures, and materials necessary to support effective program delivery of guest services and other RMHC CTMA programs.
- Evaluate opportunities for expansion and provide oversight of new construction and capital improvements.
- Prepare and monitor RMHC CTMA Programs (RMH and RMFR) annual plan and budget.
- Maintain positive relationships with partner hospitals.

### **Facilities Management**

- In conjunction with the Program House Managers, oversees the organization's facilities and other physical assets and related staff.
- Reviews and approves all vendor contracts.



- Approves furniture, fixtures, and equipment repairs and replacements including building structure and grounds.
- Oversee solicitation of quotes for major facility-related service contracts and projects.
- Listed as backup emergency contact for facility emergency situations after office hours.
- Ensures the RMHC CTMA Emergency Plan is up to date, and the staff is trained.

### **Human Resources**

- Establish and promote a supportive, respectful, inclusive, and collaborative environment.
- Provides leadership, structure, and guidance to supervisors for recruitment, career development, retention, and leadership development.
- Oversight and adherence to federal, state, and local employment and compliance requirements.
- Manages employee relations for the organization including encouraging a culture that enables employees to perform in accordance with the organization's objectives; responding to questions or complaints from employees in a timely fashion; and ensuring proper procedures and best practices are in place and followed.
- Establish tools and training on the merit and performance process to measure and evaluate progress against goals individual and organizational goals.
- Responsible for bi-weekly payroll through ADP.
- Process new employee paperwork and provide general RMHC CTMA orientation.
- In partnership with the CEO, identify, establish, and advance Diversity, Equity, and Inclusion initiatives supporting a culture of empathy and belonging.

### **Boards & Committees**

- Attends all RMHC CTMA Board meetings.
- Supports regional Advisory Councils.
- Interfaces with the Human Resources and Facilities Committees.

### **Ancillary Job Functions**

- Facilitates cross departmental collaboration, and communication as required by areas of responsibility.
- Maintain positive and cooperative relationships with all staff, volunteers, donors, and stakeholders.
- Respect the privacy and the confidentiality of all guests and RMHC CTMA information.
- Provide support for RMHC CTMA events as needed.



- Serve as an ambassador for RMHC CTMA communicating the mission, vision, and values of the organization.
- Assist with on-call coverage as needed.
- Perform other duties as assigned.

### **Knowledge, Skills & Abilities**

- 5-7 plus years of experience in management, nonprofits, business, and/or leadership.
- Office management and staff supervision.
- Facilities Management, Human Resources, and general accounting experience.
- Strong leadership skills.
- Possesses the ability and desire to look for opportunities, question the status quo, and be a forward thinker.
- Computer literate (Microsoft Office programs) and familiar with database entry and maintenance.
- Strong, effective written and verbal communication skills.
- Solid organizational skills with consistent and dependable follow-up.
- Innovative problem solver with effective decision-making skills.
- Collaborator who can build strong and mutually beneficial relationships with staff, volunteers, vendors, and external audiences.
- Ability to interact effectively with management and board of directors to maintain confidentiality.
- Demonstrates respect and appreciation for diverse cultures and ability to work and interact with a diverse group of individuals.
- Ability to thrive in a fast-paced environment with complex arrangements and simultaneous commitments.

### **Work Environment & Physical Demands**

This position operates in a professional office environment and routinely uses standard office equipment such as computers, phones, copiers, filing cabinets, etc. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to stand, walk, sit (at a desk), climb stairs, and perform small maintenance tasks as needed. The employee may occasionally lift or move up to 50 pounds.

### **Equal Opportunity Employer**

The COO position is Full Time, Exempt reporting directly to the CEO with a preferred office location in Springfield, MA.



Monday through Friday 8:30am – 4:30pm, with the understanding that occasional responsibilities must be performed outside of normal operating hours.

### **RMHC CTMA Benefits**

The Ronald McDonald House Charities of Connecticut & Western MA provides a competitive salary and a generous benefits package which includes 90% company-paid Health Benefits for employees to include Medical/Rx/Dental/Vision. In addition, RMHC CTMA offers a 403(b) Retirement Plan with employer match, Life/AD&D, an Employee Assistance Program, Employee-paid LTD/STD, generous Paid-Time Off Program, and a variety of Professional Development opportunities.

Interested applicants may send a cover letter and resume to Michelle D'Amore via email: [mdamore@rmhc-ctma.org](mailto:mdamore@rmhc-ctma.org).