About Ronald McDonald House Greater Denver: Since 1979, Ronald McDonald House Greater Denver has offered a loving home away from home to families needing to be near their seriously ill or injured children while they're being treated at metropolitan area hospitals.

JOB POSTING

Job Title: **Family Service Associate – Fill In**	Effective Date: **10/14/2026**
Reports to: **House Manager**	FLSA Classification: **Fill In, non-exempt, hourly**
Position Level: **Entry-level (Associate)**	Pay Range: **$19.71 - $21.00 per hour**

Join our team as a Fill In - Family Services Associate!

Every day, families arrive at our House facing some of the most challenging moments of their lives. This role is often the first friendly face they meet and a steady presence throughout their stay. As part of our Family Services team, you will help create a safe, welcoming, and supportive home away from home by coordinating family check-ins, supporting family programs, guiding volunteers, and ensuring smooth daily operations. This position blends hospitality, heart, and logistics, requiring someone who is organized, compassionate, adaptable, and energized by working directly with families, volunteers, and community partners. If you thrive in a purpose-filled environment and want to grow with a team that deeply cares about its work, we'd love to hear from you! *To protect the health of the families we serve and our staff, Ronald McDonald House Greater Denver requires all employees to receive a flu vaccination. Exemptions may be considered.*

Job Summary

This role is responsible for supporting accommodations with the coordination of in-House check ins, making sure all check-in materials are complete and ready, support in the coordination of family programs and attend to in-house families, and cleaning up at end of shift. This position is also responsible for maintaining a supportive, safe, and secure environment, guiding the work of volunteers, and assuring that services and programs are provided in a manner consistent with current policy and procedures. This role requires working directly with hospital and food partners, volunteers and families, which requires the ability to interact in a thoughtful, energized, and forward-thinking manner. This position is a multifaceted operator – creative, charming, outgoing, socially sensitive, flexible, organized, patient, team-oriented and imaginative with a knack for both detail and spontaneity.

Essential Duties, Responsibilities & Functions

The primary duties and responsibilities of this position are listed below. The primary duties of this position may be modified based on business needs or regulatory requirements. This position may be assigned additional duties not specifically listed below.

Family Care/Housing

- Complete families' check-ins and check-outs.
- Appropriately respond to family requests and needs.
- Conduct House tours for families, community groups and guests as necessary.

- Respond to all family questions, requests, and emergencies.
- Maintain positive working relationships with hospital staff.
- Accept, process and put away in-kind donations.

Program Services

- Assist in meal prep or clean up depending on shift needs.
- Guide and assist volunteers with completing tasks, while maintaining positive relationships and interactions with the public.
- Monitor and maintain inventory of House (household items and cleaning supplies).
- Greet, screen, receive, sort, and inventory all incoming donations, mail and deliveries to House.

Facilities

- Clean and keep areas tidy, functional and welcoming.
- Perform walk-throughs of entire House to ensure the environment is organized and safe for families and guests.
- Log and follow up on all maintenance issues observed during walk-through of the House.

Operations/Security

- Compile statistical data and do weekly operations tasks assigned to appropriate shift.
- Remain available by phone while on shift.
- Communicate regularly and timely with supervisor, staff and volunteers to provide updates, relay important information, and address concerns.
- Maintain a safe and secure communal living environment for families.

Education, Experience & Abilities

Required Qualifications

- High school diploma or GED
- Interest in working with families and children
- Experience in working with diverse populations
- Strong communication and interpersonal skills
- Good problem-solving skills and strong attention to detail
- Proficiency in MS Office and basic computer skills
- Ability to learn and use Family Registry software
- Flexible work availability
- Willingness to commute to both Denver and Aurora locations
- Able to respond to evolving and difficult situations with adaptability, confidence, and compassion
- Proactively respond to family's needs with high level of attentiveness and flexibility.

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Greater Denver

Preferred Qualifications

- Associate degree or higher in hospitality, social services, or related field
- Experience in a hospitality, nonprofit, or family services setting
- Spanish-speaking or multilingual skills
- Experience with coordinating volunteers or community programs
- Familiarity with monitoring and maintaining inventory and basic facilities upkeep

Physical Requirements

- Ability to perform physical requirements of an office-based position, including sitting, standing, lifting, and operating office equipment.
- Able to lift 25 pounds
- Regularly stand; walk; use hands to finger, handle, or feel objects, tools or controls.
- Regularly reach with hands and arms; stoop, kneel, crouch, climb, or crawl.
- Flexibility to travel between designated House locations for work assignments and scheduled meetings

This position is classified as a fill-in, non-exempt, hourly position with the ability to work at least two shifts per month and one holiday a year for both the Denver and Aurora locations. The work hours will be flexible depending on the needs of the position, including evenings and weekends. Shifts will either be from 7am to 3pm or 2:30pm to 10:30pm. Long – term availability (approximately one year) is preferred due to training and onboarding requirements for this role. This position is eligible for Paid Sick Leave benefits, shift differential pay, and our 401(k) plan after waiting period.

Our Culture: At Ronald McDonald House Greater Denver our culture is built on collaboration, innovation, and a shared commitment to our mission. We value diversity and encourage open communication, and we celebrate our successes together and support each other through challenges. Join us and be part of a team that is dedicated to making a real difference in the lives of families in need.

How to apply: **Please submit a resume and a cover letter to** careers@ronaldmcdonaldhousegd.org
Position will be open until filled. No phone calls, please.

Ronald McDonald House Greater Denver provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Ronald McDonald House Greater Denver complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.