

# FAMILY SERVICES INTERNSHIP

## Description

A Family Service Intern serving at Ronald McDonald House Charities of Central Iowa (RMHCCI) plays a crucial role in bridging the gap between academic learning and real-world experience. Our goal at RMHCCI is to provide interns with hands-on opportunities to apply their knowledge, develop practical skills, and gain insights into their chosen field.

## Job Purpose

- Support Ronald McDonald House Charities of Central Iowa mission programs by delivering and services, ensuring the RMHCCI continues to provide comfort and care to families in need.
- Assist House Managers, Assistant Managers, and Resident Manager in day-to-day tasks for RMHCCI

## Internship Duties

The duties listed below are not only essential for personal and professional growth but also serve as a foundation for future career success, helping interns build confidence, make valuable connections, and understand the day-to-day responsibilities of their industry. These duties include:

- Provide support to families during their stay at RMH, which includes check-in and check-out process
- Assist with house operations and upkeep, including cleaning rooms, managing laundry, and maintaining community spaces.
- Assist with coordination with medical partners to facilitate the intake and processing of referrals.
- Assist with volunteer groups, including overseeing the check-in for meal and baking programs, as well as cleaning teams.
- Assist with the process of donor appreciation by handling thank-you notes and other forms of communications.
- Lead and facilitate RMH services by conducting house tours and providing information to visitors.
- Support office management tasks as needed.
- Take the lead on special house projects, ensuring their successful completion.

## Skill Qualifications

- Thorough Writing and Verbal Communication Skills
- Team-Oriented
- Problem Solving
- Personal Skills
  - Sensitivity and Awareness
  - Compassionate
  - Dependable with Good Judgment

## Education Requirement

- Someone seeking credit for a Human Services, Family Studies or related degree
- Someone looking for on-the-job experience

## Desires education/skills

- Experience in Human Services or Family Services Field
- Experience in office environment and customer service setting

## Supervisor

- Ronald McDonald House of Central Iowa House Managers

## Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Physical Demands:

- Most work is conducted in an office environment.
- Attendance at events may be indoors or outdoors, possibly in hot or wet weather.
- While performing the duties of this job, the employee is occasionally required to walk, sit, use hands to handle or feel objects, tools or controls; reach with hands and arms; balance, stoop, talk or hear.
- The employee must occasionally lift and/or move up to 30 pounds and stand for long periods of time.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Must have access to a vehicle and possess a valid driver's license.

### Work Environment:

- Promotes an atmosphere of warmth and understanding.
- Maintain supportive and open communication with volunteers, guests & staff.
- Maintain guest communications including emotional support, trouble shoots problematic guests, arranges for support services, attends special in-House events.
- Provide support to House Services staff as needed. May be assigned to be on call overnight, handle emergency situations or other urgent circumstances. When needed, checks families in and out, inspects, cleans and organizes bedrooms and general facility
- Represents Chapter/House to various audiences in professional manner consistent with image and mission of this organization

## General

- The intern is expected to adhere to all company policies as outlined in the most current Intern Guidelines and Policy.
- This internship is an unpaid opportunity intended to provide hands-on experience and professional development. We're happy to support any academic credit requirements you may need as part of your program.