



Ronald McDonald House Charities of Connecticut & Western MA

Ronald McDonald House Charities of Connecticut and Western Massachusetts (RMHC CTMA) supports families with ill or injured children. The mission of RMHC CTMA is to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare. Our vision is a world where every family has what they need to ensure the best health outcomes for their children.

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 over 25,000 families as their children seek essential healthcare and saved families over \$2 million in hotel and food costs in 2024.

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 supports Yale New Haven Children's Hospital, Bridgeport Hospital, and Stamford Hospital in Connecticut. The House is 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. It has 20 guest rooms and one respite room. RMHSP supports Baystate Children's Hospital, Shriners Hospital New England, and other local medical facilities in Western MA.

Ronald McDonald Family Room at Baystate Children's Hospital (RMFR BCH) opened in October 2024 to 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.

Maintenance Supervisor RMHC CTMA Connecticut Program

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 caring and inclusive toward all guests, volunteers, and co-workers, regardless of relationships with them and without regard to 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 in executing 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 is determined 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

Reporting to the Program Director, maintenance staff will inspect, troubleshoot, and repair, complete service requests, and oversee preventative maintenance of the RMH Connecticut in an efficient and timely manner.

Roles and Responsibilities

Chapter

- Serve as an RMHC CTMA ambassador, communicating the organization's mission, vision, and values.
- Always represent RMHC CTMA as a professional team member and advocate for the organization's mission in all interactions.
- Provide support to RMHC CTMA, departments, and events as needed and requested.
- Embrace and support the RMHC CTMA Diversity, Equity, Inclusion, and Belonging initiative, actively contribute to it, and move it forward.

Facility Maintenance

The Maintenance Supervisor position is responsible for the daily upkeep and repair of the Ronald McDonald House of Connecticut, ensuring a clean, safe, and welcoming environment for guests, staff, and visitors. Duties include, but are not limited to:

General Maintenance & Upkeep

- Respond promptly to indoor and outdoor work order requests.
- Remove and properly dispose of all trash/recycling from the House to the trash corral.
- Prepare and organize recyclables (e.g., bags of leaves, branches, furniture, equipment, appliances) for appropriate disposal.



**Ronald McDonald
House Charities®**
of Connecticut &
Western Massachusetts

- Maintain cleanliness of guest rooms, common spaces, carpets, vents, furniture, and fixtures.
- Care for outdoor areas including patios, porches, backyard, front, sides, and grounds (e.g., trimming bushes and trees, raking leaves).
- Clean, maintain, and winterize equipment (lawn mower, snow blower, leaf blower, weed whacker, power washer).
- Perform seasonal tasks such as mowing, snow blowing, and shoveling as needed.
- Power wash the house exterior, trash corral, trash cans, and other designated areas.
- Complete painting, patching, and minor repairs as assigned.

Repairs & Troubleshooting

- Diagnose and address plumbing, electrical, mechanical, carpentry, and other equipment issues in a timely, efficient manner.
- Recommend facility improvements or repairs to the Program Director.
- Prioritize and complete work orders to prevent delays or additional damage.
- Research and source cost-effective materials for maintenance and repair projects.

Program & Operational Support

- Assist vendors, staff, and donors with donations, deliveries, and supplies.
- Clean, organize, and inventory storage areas and closets.
- Report safety or operational concerns to the Program Director immediately.
- Assist with special events and other program-related needs as assigned.

Note: This position description does not list all possible duties. Additional responsibilities consistent with the role may be assigned as needed.

Required Education and Experience:

- HS Diploma or trade school certification.
- Minimum 2 years' experience and knowledgeable in one or more of the following areas: Mechanical, Plumbing, HVAC, Carpentry, and Electrical.
- Experience in a non-profit environment is preferred.

Knowledge, Skills & Abilities

- Ability to work independently and complete projects with minimal supervision.
- Strong problem-solving and decision-making skills.
- Team-oriented mindset with excellent interpersonal skills and ability to work with people from diverse backgrounds.
- Strong organizational skills; able to manage multiple priorities and meet deadlines.
- Valid driver's license and reliable transportation.
- Flexibility to respond to emergencies outside of scheduled hours.
- Willingness to work occasional weekends.



Work Environment & Physical Demands

This position operates in both indoor and outdoor settings and regularly uses standard maintenance tools and equipment.

Physical requirements include:

- Standing for extended periods.
- Climbing stairs and ladders.
- Frequent bending, reaching, lifting, and carrying up to 50 lbs.
- Pushing carts or other loaded equipment.
- Performing outdoor work in varying weather conditions.

Additional details:

- Part-time (20 hours/week), including both weekday and weekend shifts.
- Flexible schedule required to support a 24/7, 365-day operation.

Equal Opportunity Employer

This is a part-time, hourly, non-exempt position reporting directly to the Program Director. The work location is based in New Haven, CT.