



Ronald McDonald House® Mountain West Job Description

Title: Family Food & Nourishment Program Manager	Pay Grade: E
Location: Ronald McDonald House Salt Lake City	Position Type: Full Time, Exempt
Current Employee: TBD	Reports to: Guest Experience Director
Team: Programs / Guest Experience	Revision Date: January 15, 2026

Our Culture: We provide essential services that strengthen families, remove barriers, and help ensure the best possible outcomes when children need healthcare

Current Programs: SLC Ronald McDonald House, SLC Primary Children’s Hospital Family Rooms (3), University of Utah Hospital Family Room, Lehi Primary Children’s Hospital Family Room, Taylorsville Behavioral Health Campus Family Room, Ogden Regional Medical Center Hospitality Cart

Benefits: Paid Time Off, Paid Holidays, Medical, Dental, EAP, Vision, 401K, Life and Disability Insurance

Position Summary:

The Ronald McDonald House Family Food & Nourishment Program Manager provides inspiring leadership to the kitchen team and oversees all kitchen operations, including food and meal programs, cleanliness, and safety. The role ensures families with hospitalized children receive consistent access to healthy, nourishing food across all area programs. The Family Food & Nourishment Program Manager will be a doer and a leader in the growth and momentum of the Together at the Table meal kit program, food supplier partnerships, and provide exemplary coordination, communication and training related to kitchen processes.

Primary Duties and Responsibilities include:

Inspiring Team Leadership

- Demonstrate and provide inspiring leadership, vision, training and support for the entire RMH Food & Nourishment Team. Create and implement ongoing strategies and team training to support guests and ensure a clean, safe kitchen environment
- Strengthen team development, engagement and innovation, and oversee recruitment, professional development and recognition
- Build a collaborative, engaged and productive kitchen team
- Help develop work plans and goals to meet the needs of a growing organization in multiple locations
- Oversee day-to-day kitchen needs and schedules to ensure that all deliveries, picks ups, donations, and volunteer groups have assigned staff or volunteer support
- Conduct quarterly one-on-ones with all direct reports and provide goal driven coaching that aligns with RMH strategy and vision
- Oversee strong communication between the RMH and RMHFR guest services staff regarding food or transportation related topics

- Ensure appropriate documentation and communication regarding guest and staff issues
- Provide orientation and training for kitchen core volunteers
- Fill in for the team as needed, covering open shifts or other areas of need
- Support Together at the Table volunteers, housekeeping volunteers, service groups and individuals offering kitchen cleaning or cooking at RMH
- Utilize payroll and scheduling software to manage team timecards, PTO, and schedules
- Maintain a regular schedule of hours worked in food programs, cleaning, preparing food, leading out on meal groups, and providing other direct service as needed
- Continually explore opportunities to enhance the efficiency and scope of RMH food services

Food Acquisition & Inventory

- Place weekly orders to vendors such as Costco, Coke, and Martin Brower, staying within approved food budget
- In communication with Family Room Location Managers and kitchen staff, identify and communicate food needs to donors such as the Utah Food Bank, Bishop's Storehouse, Martin Brower, etc.
- Oversight of the Bishop's Storehouse grant. Ensure funds are spent responsibly and spending is paced appropriately throughout the year
- Establish and manage an internal ordering system/template for the RMH and Family Rooms that ensures a variety of nourishing food options for guests and considers common dietary restrictions
- Oversee the food and supply distribution to three RMH commercial kitchens by managing a team calendar and schedule that ensures consistent, on time pickups and deliveries from RMH locations and food vendors or donors.
- Complete required reporting for food donors and RMH monthly reporting
- Manage a stocking and inventory system that ensures an adequate supply of ingredients, pantry items, and kitchen equipment. Place orders to replenish as needed.
- Maintain ongoing familiarity with the program food budget and seek ways to maximize organizational resources in food purchasing and distribution
- Maintain a basic inventory of fresh fruit, vegetables, dairy and grains in RMH kitchen and Family Rooms
- Maintain strong communication and relationships with donor and partner organizations

Food Safety

- Oversee and ensure safety practices and sanitation standards in the House and RMFR kitchens through regular check ins, temperature monitoring, and staff training
- Stay up to date on all active recall notices. Communicate any recalls to all RMH kitchens and ensure recalled food is removed
- Train House and Family Room managers on food safety and other kitchen related updates
- Provide food safety guidance and training to RMH employees and volunteers who perform essential duties in kitchen areas
- Ensure that RMH guidelines are followed, and rules are enforced as needed
- Communicate equipment failures and maintenance requests to the Facilities Manager

- Lead out on all audits, site visits, and compliance checks, ensuring all requirements are met
- Maintain a current food handler's permit and other relevant certifications. Ensure that employees working in the kitchen are also up to date on certifications.

Meal Programming

- Support the goal of Ronald McDonald House to provide at least one prepared meal per day for guest families at three program locations (SLC RMH, SLC PCH, Lehi PCH) with additional food support for healthy grab-and-go snacks at other program locations
- Prepare meals using a planned menu to fill in gaps in volunteer meal group coverage and achieve program goals for staff-provided meal support
- Provide snacks for families by preparing, repackaging, and cooking donated items
- Create a menu to be used by staff and volunteers that allows for variation, nutrition, availability of ingredients, and budget
- Maintain an inventory of current food supply to ensure that all needed ingredients are on hand and minimize over ordering
- Collaborate with the Volunteer Manager to make sure regular meals are provided for RMH guests by recruiting and supporting volunteer meal groups
- In collaboration with the Volunteer Manager and Guest Experience Director, identify opportunities to grow and improve the Together at the Table program
- Coordinate deliveries of prepared meals to hospital programs as needed

Other Duties and Responsibilities:

- In collaboration with the Hospitality Manager, develop food related programming, signage, and activities for guest families with a focus on nutrition education
- In collaboration with Housekeeping Manager and Operations Team, develop and maintain plan for regular cleaning and regularly scheduled deep-cleaning and maintenance
- Provide responsible stewardship by ensuring all purchased and donated food is provided for guest use, with exceptions for staff or outside donations being determined through established processes
- Provide general guest services and hospitality as they relate to the RMH mission of anticipating and acting on behalf of guest families
- Attend monthly all staff meetings, departmental meetings, and trainings
- Perform other duties as needed and assigned

Work Environment

- Work is conducted in a kitchen, hospital, and office environment, and in an RMH-owned vehicle
- Exposure to varying temperatures indoors and outdoors, as well as noise, dust and sometimes chemicals
- Position is required to work primarily onsite in the Ronald McDonald House. The schedule for this position will be Monday through Friday from 8:00 AM to 5:00 PM

The Person:

Experience Required:

*Prioritize People, Enhance
Collaboration*

*Serve More Families Better, Inspire
Support*

*Welcome, Care
Anticipate, Act*

3+ years of combined experience with proven expertise in the following areas:

- Team leadership and supervision
- Scheduling
- Volunteer management

Specialized Licenses: Food Handler's Permit

Education Required

- BA/BS degree or equivalent required

Knowledge, Skills, Abilities

- Ability to oversee and manage multiple priorities
- Strong communicator, able to manage relationships with various stakeholders and groups
- Ability to use or learn ordering system software
- Ability to use or learn Humanity, Paylocity, and other team management software
- Experience with and ability to gather data and create digital reports
- Microsoft Suite, including Outlook, Word, Excel, and Teams
- Flexibility with regards to work assignments and changing priorities
- Highly organized, creative, energetic and collaborative team player
- Strong problem-solving skills
- Excellent customer service skills
- Willingness and flexibility to be contacted when off duty in the event of an emergency
- Confidence, sensitivity and diplomacy to interact and collaborate with varied constituents, including guests, volunteers (including members of the Board of Directors), hospital personnel, staff, donors, other staff members and departments

Other:

- Passion for the mission of RMH

Supervisory Responsibility

- (2) Kitchen Coordinators

Essential Physical and Sensory Requirements:

- This position requires regular standing, walking, bending, reaching, driving, carrying and lifting up to 30 lbs.
- Employees must be able to operate tools and equipment safely
- Must be able to operate a vehicle and maintain a valid driver's license

Background Check and I-9 Requirement:

- Ability to successfully pass criminal background/sex offender registry check and receive work authorization through the I-9

Additional requirements

- Eligibility to operate company vehicles, maintaining a valid driver's license and satisfactory MVR
- Willingness to meet Ronald McDonald House immunization requirements due to proximity with vulnerable patients and their families.

Ronald McDonald House is an equal opportunity employer and values a diverse workplace

Acknowledgement:

Ronald McDonald House of the Mountain West reserves the right to change and/or modify the job requirements, responsibilities, and qualifications for this position to meet changing organizational needs. Further, these statements are intended to describe the general nature and level of work involved in this job. This job description is not intended to represent all functions, duties, and responsibilities of the associate holding this job title, or to alter the at-will nature of their employment. I understand and acknowledge that the above description represents our aligned understanding as to the general responsibilities and expectations of the job to be performed and in no way constitutes a contract.

Employee Name

Employee Signature

Date