

Ulman House Reservations Coordinator

Reports To: Sr. Director, Business Operations

Location: Ulman House - 2118 E. Madison Street, Baltimore, MD 21205

Exempt/Non-Exempt/Contract/Temporary: Exempt

Full Time/Part Time: Full Time

Standard Office Hours: Ulman House ("the House") is staffed on a shift schedule between 7:30am and 7:00pm Monday-Friday. The Ulman House Reservations Coordinator will work a 40 hour work week of shifts within those hours. The Ulman House Reservations Coordinator will also participate in the rotation of weekend on-call duties with other members of the Ulman House staff as necessary.

Our Mission: Ulman Foundation is a national non-profit organization that changes lives by creating a community of support for young adults, and their loved ones, impacted by cancer.

Your Role in Our Mission: Ulman House provides lodging and other support services and programming free of charge to Young Adult patients and their caregivers traveling to Baltimore, MD for cancer treatment. The Ulman House Reservations Coordinator is responsible for coordinating all guest stays at Ulman House. He or she is the primary liaison between Ulman House and the hospital/care team referrers and is responsible for communicating with guests about their treatment schedules and stays before, during, and after their time at Ulman House. This role works closely with our Patient Navigation team as well as with the rest of the Ulman House staff to ensure that the needs of the patients and families utilizing Ulman House are being met to the best of our organizational abilities and that the house is operating as efficiently and effectively as possible. It is imperative that the Ulman House Reservations Coordinator helps to create a welcoming, inclusive, compassionate and supportive community environment at Ulman House.

Specific responsibilities, projects, or activities of this position may include:

Referrals and Intake

- Builds relationships with referrers from the major local institutions our patients are treated at
- Is the first and primary touch point for patients and guests prior to arrival at Ulman House
- Coordinates referrals, scheduling, pre-arrival tours, and answers any pre-arrival questions guests or referrers may have
- Manages, executes, and enhances referral and patient intake process, as well as patient check-in process in coordination with the Ulman Foundation Patient Navigation team
- Educates referrers, patients and guests about Ulman House policies and procedures, sets expectations and enforces policies as necessary
- Ensures appropriate documentation is completed, filed, and maintained
- Ensures patient/guest confidentiality is maintained

Check-Out and Rescheduling

- Ensures ongoing communication with guests about expected or necessary check-out dates, any changes in schedule, and any additional stays that may be necessary
- Checks in with guests weekly to understand who will or will not be at Ulman House over the weekend
- Coordinates as necessary with Ulman House staff, other members of the organization, care teams, and the community to meet guests' needs as best possible
- Ensures guest experience and impact surveys are sent to all guests upon checkout. Is responsible for ongoing survey management.
- Ensures entire Ulman House team is aware of check-ins, check-outs, changes in schedule and expectations for occupancy of the house weekly.

Other duties as assigned by the Sr. Director, Business Operations

Ulman Headquarters

1215 East Fort Ave, Suite 104
Baltimore, MD 21230

Ulman House

2118 East Madison St.
Baltimore, MD 21205

ulmanfoundation.org

info@ulmanfoundation.org
410.964.0202

Qualifications/Skills:

The Ulman House Reservations Coordinator must possess both a strong organizational skills and process orientation, as well as strong interpersonal skills and emotional intelligence. The person must be detail-oriented, friendly, tactful, compassionate, and able to engage people during periods of extreme stress and personal upheaval, while remaining calm and objective. The Ulman House Reservations Coordinator must be flexible and able to adapt quickly to changes, yet must also be comfortable enforcing rules and policies. This person must be comfortable coordinating communications between multiple people, juggling multiple priorities, and working across diverse teams and organizations.

- Passion for, understanding of, and commitment to delivering on the mission of the Ulman Foundation and ensuring the success of Ulman House
- Strong organizational and time management skills
- Ability to effectively communicate and uphold the policies, procedures and mission of Ulman House and the Ulman Foundation
- Strong decision-making, and problem-solving skills
- Proven ability to work effectively with diverse groups of teammates, partner organizations, volunteers, and clients
- Proactivity, positive attitude and good judgement

Educational requirements:

- High School Diploma and Bachelor's Degree Required
- Experience or Education related to hospitals, healthcare, or the hospitality industry is a Plus
- Must be familiar with GSuite and Microsoft Office applications

To Apply:

Interested candidates should submit a cover letter and resume to careers@ulmanfoundation.org with "Ulman House Reservations Coordinator" as the subject line.