



Keeping families close™

Family Services Associate

Opportunity:

RMHC Atlantic is seeking a caring, responsible and organized individual to join our team as a part-time Family Services Associate (FSA). The Family Services Associate will join a strong team of FSAs and program staff to help deliver exceptional service to Maritime families with sick children.

Position Summary

Reporting to the Manager of Family Services and the Family Services Coordinator, the primary responsibility of the Family Services Associate is to maintain a safe and welcoming space for families staying at Ronald McDonald House and/or using the Ronald McDonald Family Room in the IWK Health Center. Two FSA's work together on shift. There is always a manager on-call to support, if needed. The FSA coordinates all family related needs, supervises and aids volunteers on duty, handles arising emergencies, performs various administrative tasks and over sees operations of Ronald McDonald House during evening and weekend shifts, while supporting the Halifax Family Room by phone.

This is a part-time, permanent position that supports families and volunteers on duty.

Reporting to: Senior Manager of Family Services & Family Services Coordinator

Key Contributions:

Family Services:

- Welcomes and acquaints families to the House and its services, providing detailed tours that outline House policies;
- Promotes an atmosphere of compassion, support and open communication with staff, guest families, volunteers, donors and the medical community;
- Ensures adherence to policies to maintain a safe and comfortable space for families;
- Coordinate family referrals with hospital and families;
- Determine priority for rooms based on request circumstances and availability;
- Complete check-out process and coordinate housekeeping for out-going families;
- Refer families to available resources to support them during their stay;
- Support volunteers to run activities to engage families

Administrative:

- Complete end-of-day shift reports and financial deposits;
- Maintain accurate family data, ensuring privacy and confidentiality are upheld;



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- Ensure proper procedures are followed for receipting of donations (monetary and gift-in-kind);
- Update communication tools with pertinent details from shift;

Volunteer Management:

- Welcome and host volunteers
- Support and train, when necessary
- Provide tasks for volunteers on duty, giving clear instruction and encouragement
- Update volunteer schedules to reflect cancelations
- Provide backup support to Family Room volunteers by phone
- Ensure volunteers are completing task lists and duties assigned during each shift
- Support and oversee community volunteers that come in to run family activities / Home-For-Dinner

Facility/Maintenance:

- Maintain a secure and safe environment
- Respond to facility deficiencies that come up, engaging support from managing staff or external tradespeople as needed;
- Ensure entryways are clear and safe, especially during winter
- When necessary, contact appropriate outside agency regarding emergencies

FSA Hours of Work:

Monday - Friday 4pm-10pm & 5:00pm - 10:00pm

Saturday & Sunday 8:00am- 4:00pm & 4:00pm - 10:00pm

Currently seeking a candidate who can commit to one 4-hour shift per week. In addition, you can pick up any shifts that come available in other timeslots throughout the week as available.

Must be available to work Statutory Holidays

Must be available to work over the summer months (May, June, July and August)

Start Date: June 30, 2025

Compensation:

Rate of pay: \$20.91/Hour



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Benefits:

- Employee and Family Assistance Program
- Professional development opportunities

How to apply:

- Please provide a resume outlining your qualifications by June 6 2025, to michelle@rmhcatlantic.ca
- Supplemental information about connection to the cause, career aspirations, and other affiliations may be submitted via cover letter or video recording.
- In-person interviews may be hosted during the day, evening or weekend at the applicant's discretion.

RMHC Atlantic is committed to fostering a collegial culture grounded in diversity, equity, inclusion, access and belonging. We encourage applications from people with diverse abilities, racially visible persons, persons from the 2SLGBTQ+ community, and all candidates who contribute to the diversity of our community. RMHC Atlantic is committed to providing accommodations to help you perform to the best of your ability. To honor diversity, equity and inclusion, we invite all applicants to self-identify.

We thank all applicants for your interest in RMHC Atlantic. In honor of your time, interest and commitment to our project, we will strive to contact all applicants.