

Audrey



More
Room
FOR Love
Capital Campaign

Ronald McDonald House Charities® Atlantic

Opportunity Brief:
Family Services Manager

*Love what you do
and feel that
it matters!*

Opportunity: FAMILY SERVICES MANAGER

RMHC Atlantic is seeking a motivated, optimistic and experienced leader to join our team as the Family Services Manager to support and lead the Family Services team in delivering exceptional service to Maritime families.

Given the scope and range of Family Services responsibilities, it is imperative that the Family Services Manager possesses strong leadership skills to positively bring out the best in team members by inspiring, mentoring, empowering and guiding the strategic direction within their work. The Family Services Manager must have an eye for process improvement, be open to learning new skills, practice flexibility, and have a strong handle on the art of prioritization.

Position Summary

Reporting to the Director of Programs and Operations, the Family Services Manager plays a vital role in the RMHC Atlantic mission by leading the Family Services team in providing a safe, supportive and caring environment for families with ill children staying at Ronald McDonald House and/or visiting our Ronald McDonald Family Rooms. The Family Services Manager will lead the strategic planning of family experience initiatives and oversee all aspects of RMHC Atlantic utilizes resources, addresses challenges and leverages opportunities to strengthen the organization's reputation and services.

Responsibilities include strategic planning, procedure and policy development, process improvement, management, customer service, relationship building, data processing and compassionate communication, including managing crises and using conflict-resolution strategies.

This is a full-time, permanent position that supports full- and part-time employees.

Key Contributions

Leadership

- Leads by example, cultivating a positive and supportive team-based environment.
- Supports, leads and mentors a strong team of Family Services Associates, and Family Room and Activity Coordinators.
- Actively seeks opportunities to support cross-organization collaboration and staff development.

- Works with Family services team to determine appropriate goals and metrics for Family Services' portfolios; develops processes to monitor and report on progress against goals.
- Executes comprehensive hiring, training, and performance-evaluation practices.
- Builds and promotes a culture of continuous improvement and service excellence by challenging the status quo and embracing innovation.
- Collaborates with colleagues from RMHC Chapters across the country and beyond to seek out new programs and services that improve guests' experiences and advance RMHC Atlantic's mission.
- Seeks opportunities to improve leadership skill and efficacy through regular communication, feedback and reflection.
- Conducts all work in a person-first and trauma-informed manner that prioritizes harm-reduction, diversity, equity, and inclusion.

Vision and Strategy

- Works with the Director of Programs and Operations to establish and execute short- and long-term priorities to positively impact the experience of guests, volunteers and team members.
- Works with the Communications Manager to develop tactics to promote services, and collect content that illustrates and celebrates families' experiences at RMHC Atlantic.
- Responsible for data collection and compiling data for various stakeholders including the broader staff team, Board of Directors, RMHC Canada, RMHC Global, and our hospital partners and donors.

Exceptional Family Service

- Promotes an atmosphere of compassion, support and open communication with staff, guest families, volunteers, donors and the medical community.
- Ensures adherence to policies.
- Promotes services within the medical community to ensure program services policies and procedures are known and understood by referring staff and prospective guest families.

Operations

- Acts as liaison between the IWK Social Work team and RMHC Atlantic.
- Oversees office operations including financial management, and records and files pertaining to guests, inventory and supplies.
- Updates procedures and makes recommendations for changes to policies and guidelines, as they relate to Programs, Families and Volunteers.

Experience

- Works from a person-centered approach.
- Progressive leadership experience with experience in effectively building a team, managing performance and developing strategy.
- Demonstrated ability to build rapport and trust, creating a safe and secure environment.
- Goal-oriented individual with sound judgement and integrity, as well as a high level of optimism and dedication to the mission and goals of the organization.
- Strategic, big-picture thinker with the ability to recognize and plan for detail.
- Creative, social-focused thinking, resourceful, and entrepreneurial;
- An ability to initiate, analyze, monitor, evaluate, and alter strategic development plans.
- Skilled at managing staff and volunteers toward specific goals;
- A collaborative and participative work style and ability to give, receive, and reflect on proactive positive feedback.
- Works well under the pressure of tight deadlines and a busy environment.
- Bachelor of Social Work or an undergraduate degree in a related discipline.
- Comfortable using Microsoft Office programs.
- Preference for experience working in communal living or medical settings
- Strong preference for candidates that are bilingual in verbal and written French and English.

Requirements:

- Valid Driver's License with regular access to a vehicle
- A current Criminal Record Check, vulnerable sector check, and Child Abuse Registry check are conditions of employment

Hours & Location:

Ronald McDonald House, 1133 Tower Rd., Halifax, NS.

Some travel may be required.

Generally, 9:00am – 5:00pm Monday – Friday. RMHC Atlantic provides staff with flexible work hours as evenings and weekends are occasionally required to support a 24-hour operation.

Compensation:

Salary: \$76,000 - \$90,000

Benefits:

- Health & dental benefits (RMHC Atlantic contributes \$2500 towards the cost of plan enrollment)
- Matching RRSP
- 3 weeks' vacation, annually
- Wellness days
- \$300 Wellness fund
- Professional development opportunities

How to apply:

- Please provide a resume outlining your qualifications by December 9th, 2022 to careers@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 persons 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. In an effort to honour diversity, equity and inclusion, we invite all applicants to self-identify.

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

About RMHC® Atlantic

Ronald McDonald House Charities® Atlantic helps families with sick children stay together and near the medical care they need.

Our programs include Ronald McDonald House® in Halifax, a “home-away-from-home” for out-of-town families with sick children, and Ronald McDonald Family Rooms® in Halifax and Moncton, which provide oasis of calm and support inside the hospital. Each year, we help more than 2,000 families from across the Maritimes through our House & Family Rooms.

RMHC Atlantic is a non-profit organization. We depend upon charitable donations and volunteer support from many individuals, corporations and foundations to fulfill our mission. We are also sincerely grateful for the support of our founding and forever partner, McDonald's

For more information on our organization and the excitement surrounding the upcoming construction of our new House, visit **rmhcatlantic.ca**.

Keeping Families Close.



Our history

Since opening our doors in Halifax in 1982, RMHC Atlantic has helped more than 25,000 families that have stayed with us when they had to travel to Halifax for medical treatment. Our House is one of 16 Houses across Canada and one of more than 360 around the world.

In 2007, we opened the first Ronald McDonald Family Room in Canada at the IWK Health Centre, and in 2011 we opened a second Family Room at The Moncton Hospital.

Working with us

RMHC Atlantic is committed to fostering a collegial culture grounded in diversity and inclusiveness. We encourage applications from Indigenous persons, persons with a disability, racially visible persons, women, persons of a minority sexual orientation and/or gender identity, and all candidates who contribute to the diversity of our community.

We select the best employees based on their qualifications, skills, knowledge and commitment. RMHC Atlantic also recognizes that candidates and/or employees may request accommodations to participate or perform to the best of their abilities. As per regional labour standards and national human rights guidelines, reasonable workplace accommodations and adjustments will be granted.

We're making *More Room For Love!*

We're proud to support approximately 600 Maritime families each year. Unfortunately in recent years we've had to turn away hundreds of families who came to us for help—and the demand continues to increase. Without a place to stay, families face being apart from one another at a time when their love and presence is so vital. While we have made some changes to our current space, we are limited in how we're able to modify the physical infrastructure to adequately address these important concerns.

We're building a larger, more modern facility that will enable us to serve an additional 600 families per year, and offer 6,570 more nights of comfort for families with sick children.

For more information, visit [moreroomforlove.ca](https://www.moreroomforlove.ca).

*Opening in
2024!*



*Our new
House!*