

Audrey



More
Room
FOR Love
Capital Campaign

Ronald McDonald House Charities® Atlantic

Opportunity Brief:
Family Services Associate

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

Opportunity:

Family Services Associate

The Family Services Associate reports to the Senior Manager of Family Services and welcomes, registers and provides support to all families staying at Ronald McDonald House Charities Atlantic as well as those using the Ronald McDonald Family Room at the IWK Health Centre. In addition, the Family Services Associate would supervise and aid volunteers on duty, handle any arising emergencies, perform various administrative tasks and oversee operations of House during their shift.

General Responsibilities

- Provide support to new and existing RMHC Atlantic families
- Provide guidance, support and communicate with volunteers on duty
- Provide risk management and emergency support
- Provide administrative support to full time staff
- Respond to critical repairs that emerge
- As per guidelines, communicate with other weekend staff and overnight supervisors at shift change
- Monitor and support all family programming and activities, including capturing photos of House experiences

Job Summary:

Families:

- Coordinate all room requests
- Coordinate family referrals with hospital and families
- Assign rooms to accommodate families, assess priorities of families' needs in that assignment
- Welcome and acquaint families to the House and its services providing a detailed tour that outlines all House policies
- Update registered family lists and daily waiting list
- Provide support for family inquiries as needed
- Complete check-out process and coordinate housekeeping for outgoing families
- Respond to those who are having difficulty coping and refer to the appropriate resources

Administrative:

- Complete end-of-day shift reports and financial deposits as per RMHC Atlantic approved processes
- Ensure proper procedures are followed for receipt of donations (monetary and gift-in-kind)
- Enter family files into database and update as needed
- Prepare family stats (inputting family info in database, collecting statistics)
- Update daily communication tools with pertinent details from each shift
- Send a detailed email at the end of shift
- Keep office tidy and organized
- Inventory Counts

Volunteer Management:

- Support (and train when necessary) volunteers
- Provide tasks for volunteers on duty
- Update volunteer schedules and provide support to Volunteer Manager for unfilled shifts
- Provide backup support to Family Room and Family Room volunteers
- Ensure volunteers are completing the task lists and duties assigned for each shift
- Support and oversee community volunteers that come in to run family activities / Home For Dinner

Facility/Maintenance:

- Secure all doors and windows at the beginning and end of each day
- Make sure the office door is locked at all times unless you are sitting at the office desk.
- Monitor the temperature in the House
- When necessary, contact appropriate outside agency regarding emergencies
- Reach out to Operations Manager when necessary,
- Complete any task that requires immediate attention.

What you thrive on:

The hours of coverage are:

Monday – Sunday 9:00am-5:00pm

Monday – Sunday 5:00pm – 9:00pm

Friday & Saturday 9:00pm-9:00am (overnight)

Typical hours are one 4-hour evening shift per week and one evening, overnight and weekend day shift every 3 weekends.

Skills & Qualifications:

- Detail-oriented, highly organized and able to prioritize multiple projects
- Excellent verbal and written communication skills
- An ability to develop and maintain positive relationships with families, colleagues, partners, volunteers and donors
- Bilingualism (English/French) considered an asset
- Strong administration and computer skills (Word, Excel, PowerPoint)
- Ability to work independently on multiple tasks as well as manage long- and short-term assignments simultaneously, in a busy environment
- Ability to learn quickly and work with minimal supervision
- Enjoys being part of a small team and pitching in as required

Hours:

The hours of coverage are:

Monday – Sunday 9:00am-5:00pm

Monday – Sunday 5:00pm – 9:00pm

Friday & Saturday 9:00pm-9:00am (overnight)

Typical hours are one/two 4-hour evening shifts per week and one evening, overnight and weekend day shift every 3 weekends.

Compensation:

Compensation is commensurate with experience and skill. We offer a competitive hourly rate including increased rates for holidays as well as honorariums for overnight/on call support.

How to apply:

We invite you to forward your resume and letter of introduction highlighting relevant volunteer, work, education and personal experience to careers@rmhcatlantic.ca. Applications will be handled with strict confidence amongst the hiring committee.

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 on either your cover letter or resume.

We thank all applicants for your interest in Ronald McDonald House Charities® Atlantic; however, only those candidates who have been selected for an interview will be contacted.

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.

*Opening in
2023!*



*Our new
House! ↗*