



Œuvre des Manoirs
Ronald McDonald
House Charities[®]
Ottawa

Keeping Families Close™
Garder les familles ensemble

Position Profile:

Family Services & Volunteer Coordinator

Ronald McDonald House Charities Ottawa (RMHCO) – Family Services and Volunteer Coordinator

Since 1984, Ronald McDonald House Charities Ottawa (RMHCO) has provided a safe, inclusive, and compassionate place for families to call 'home'. Providing the comforts of home to out-of-town families whose children are seeking treatment at the Children's Hospital of Eastern Ontario (CHEO) allows them to focus on their child's health and removes the financial burden and the commute they would otherwise incur. RMHCO also operates two Family Rooms within the hospital, providing all families a space to rest and recover, as well as access to the comforts of home while spending long days in the hospital. These Family Rooms are used primarily by families who reside in Ottawa.

RMHCO operates independently and works closely with the greater Ronald McDonald House Charities network (across Canada and globally). Our House can currently accommodate 14 families at a time. Our staff complement is 10 and we have approximately 100 amazing volunteers who help with operations. We have firm plans to significantly expand the House and required fundraising over the next few years. This is an exciting time to be joining our organization.

Job Purpose:

This full-time position reports to the Director of Operations and House Manager and supports all guest programming and guest relations at RMHCO. This includes Ronald McDonald House and the 2 RMH Family Rooms located at CHEO. This position inspires the RMHC Global mission by providing and modeling a supportive and caring environment for families with ill children, ensuring a positive guest experience.

Serving as a resource to families, volunteers, and staff, he/she shares responsibility for the successful implementation of the strategic plan, as approved by the Board.

Key Responsibilities:

Family Programming and Guest Relations:

- Ensure the family room operates according to the guidelines and protocols of RMHC Ottawa, including ordering and stocking with necessary items and supplies.
- Coordinates the recruitment, screening, training, evaluation and retention of all Family Room and House volunteers.
- Supports in the scheduling of all volunteer and weekend associate shifts and finds replacement staff when necessary.
- Works closely with our guest families to work through any challenges or special requests.

- Maintains the highest level of customer service for our guests.
- Together with the team, maintains guest information in our database, GRMHIS.
- Maintains awareness and information about families and their medical situation in a confidential manner.
- Assists in recruitment while coaching and mentoring a team of volunteers.
- Supports all Family Room and House projects and initiatives.

Safety and Policy:

- Plays a leadership role in implementing program rules, procedures, and policies, making recommendations for revision when needed.
- Assists house safety and security measures.
- Maintains House appearance and coordinates volunteer initiatives when requested.

Leadership:

- Promotes a positive image of the House through leadership, communications, behaviour, and attitude.
- Responsible for the proactive and reactive identification of gaps, opportunities, and challenges.
- Models appropriate boundaries with families, volunteers and donors.
- Prepares accurate and timely administrative reports and documents for the Director of Operations and House Manager on volunteer operations, occupancy, programming, and budget.
- Conducts House tours and represents the organization at functions and events as requested
- Performs other duties as needed and assigned by the Director of Operations and House Manager.

Core Competencies:

- **Communication Excellence**
The ability to convey ideas persuasively in a clear, concise manner. Excellent written, verbal, presentation, and interpersonal skills.
- **Relationship Management**
A commitment to build and maintain a positive rapport with internal and external stakeholders. Recognition of the role that donors, partners and colleagues all play in the success of RMHCO and RMHC Canada.
- **Leadership**
Engages and inspires others to help accomplish team and organizational goals. Maintain professionalism under pressure. Model the RMHC core values.

Qualifications:

- Post-secondary degree or diploma in Social Services and or Hotel Management, or related field.
- Five years of progressive experience working with a team of +20 individuals.
- Experience working in healthcare, with vulnerable populations or not-for-profit organizations is an asset.

- Bilingual, English /French, would be an asset.
- Excellent relationship-building, communication (written & verbal), and problem-solving skills.
- Strong organization skills, with the ability to manage multiple deliverables in a time-sensitive environment and adapt to changing priorities.
- Dependable, flexible, and resourceful with excellent team and interpersonal skills.
- Proficient computer skills, proficiency in Microsoft Office Suite (including PowerPoint, Excel, and Word) is an asset.
- The successful candidate will need to undergo a successful Vulnerable Sector screening police check and provide proof of full COVID-19 vaccination as per RMHCO policy.

Application Process: Applications will be accepted until November 12, 2021. If you wish to apply, please submit your resume, and cover letter by email to careers@rmhottawa.com.

Although we appreciate the interest of all candidates, only those invited for an interview will be contacted. RMHCO is committed to offering reasonable accommodations to job applicants with disabilities. If you require accessibility accommodations to participate in the recruitment process for the above position, please state required accessibility accommodations with your email application.