



**Ronald McDonald
House Charities®**
Alberta

General Manager, Edmonton House Ronald McDonald House Charities® Alberta

Ronald McDonald House Charities® (RMHC) is passionate about providing a home away from home for families with seriously ill or injured children. Seventy per cent of Canadian families live in an area without a children's hospital. This means that when a child is seriously ill or injured, families must leave their homes, jobs and support systems to access vital – and often life-saving – medical care. We are here to help.

We know that when a child is sick, the whole family hurts. That's why we're part of a global network prioritizing family-centered care through our unique core programs. Our growing organization offer 79 private family suites in Edmonton, Red Deer, Medicine Hat and Calgary. Our Houses provide a warm, compassionate and comfortable environment where families can share experiences, eat a warm homemade meal and rest while caring for their child who's admitted to a nearby hospital.

Reporting to the Director of Operations, the General Manager oversees the day-to-day operations of the Edmonton House to support the growth of the organization. The General Managers role focuses on strategic planning in conjunction with the Director of Operations, while also supervising, measuring, and evaluating the operations of the organization in support of RMHC Alberta's goals and overall mission. The General Manager oversees the facilities, family services, volunteers and programming.

General Manager Qualifications/Experience

- 5 years of related not-for-profit leadership experience.
- Experience with mid-level strategic planning, budgeting, staffing, supervising professionals, and leading departments to generate high quality results.
- Experience in setting, implementing and achieving operational and fiscal goals in collaboration with senior management.
- Experience creating and following a budget for multiple areas.
- Demonstrated organization and time management skills.
- Strategic planning capabilities with the ability to implement, execute, and evaluate.
- Advanced analytical skills.
- Timely problem solving (issue identification and prioritization) skills.
- Advanced project-management, team-management, and client management skills.
- Strong negotiation skills. Exceptional customer service and stewardship skills.
- Strong interpersonal skills, with proven ability to collaborate across wide networks to establish relationships.
- Ability to prioritize, multi-task efficiently and respond to a high volume of ongoing requests in a timely fashion.



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General Manager Responsibilities

- Supporting the development, implementation and supervision of the strategic and business plans.
- Working with the Director of Operations to create, oversee, and maintain the annual financial budgets for the functional areas that report to the General Manager. Analyzing monthly reports from Finance relating to GL codes that pertain to Operations.
- Oversee restricted funds relating to Operations. Identify needs and opportunities for local and provincial restricted gifts. Consuming and tracking/reporting restricted gifts.
- Invoice approval up to \$5,000.
- Submit Monthly Operations Score Card by the 10th of the following month.
- Analyzing RMHC Global and Canada reporting requirements and statistics (RADAR metrics).
- Collaborating with other Alberta GMs to ensure accuracy of reporting data, sharing incidents and outcomes when appropriate, alignment of family experience & inventory sharing.
- Day-to-day oversight and management of the organization's operations, including guest services, volunteers, housekeeping and programs.
- Provide oversight on Project Management.
- Assisting the Director of Operations with determining new priorities, programs, services and locations to serve families better.
- Evaluating new and ongoing programs and services to ensure the needs of families are met.
- Managing the performance of staff in all functional areas that report to the General Manager.
- Planning, developing, implementing and managing initiatives to improve families' access to information and resources.
- Working with the Director of Human Resources on developing and implementing staff and volunteer learning opportunities, including formal and informal professional development.
- Supervising and mentoring staff teams in the functional areas that report to the General Manager.
- Be an ambassador of the House within the community.
- Ensuring all operational and licensing standards are met.
- Monitor and improve the overall experience families receive in the House.
- Stewardship of stakeholders - volunteer groups, board members, contactors, AHS, donors, community organizations and local ambassadors. Strength of partnerships, GIK, invitations to events.
- Attending cheque presentations when required.
- Integration efforts with assigned committees. Rolling out best practices into procedures based on policy and efficiencies.
- Contract management for House specific services. Ensuring best value, services that are paid for are delivered, charges are per terms and conditions.

This position is based out of our Edmonton House. Typical office hours are 8:30-4:30, with some flexibility, with the House being open 365 days a year 24 hours a day; some flexibility will be required. Please submit your application to hr@rmhcalberta.org Those candidates selected for an interview will be contacted. Thank you for your interest in working with our organization.