

SEARCH PROFILE

RONALD MCDONALD HOUSE
CHARITIES® ALBERTA
GENERAL MANAGER, CALGARY HOUSE

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Ronald McDonald
House Charities®
Alberta



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THE ORGANIZATION

Ronald McDonald House Charities® Alberta (RMHC Alberta) 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 offers 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.

THE OPPORTUNITY

Job Title:	General Manager, Calgary House
Reports to:	Director of Operations
Direct Reports:	Facilities Manager, Volunteer & Program Manager (1), Family Services Manager,
Location:	Calgary, AB

THE MANDATE

Ronald McDonald House Charities is looking to recruit a General Manager, Calgary House. Reporting to the Director of Operations, the General Manager (GM) oversees its day-to-day operations to support the growth and strategic goals of the organization. The GM is focused on strategic planning and goal setting, while also supervising, measuring, and evaluating the operations of the House in support of RMHC Alberta's goals and overall mission.

Key Accountabilities

Organizational & People Leadership

- Support the development, implementation and supervision of both strategic and business plans
- Continue supporting the growth, development and success of the organization
- Assist the Director of Operations with determining new priorities, programs, services and ways to serve families better
- Function as both a leader and coach focused on building organizational capacity through the development and empowerment of staff
- Manage the performance of all staff reporting to the GM
- Work with the Director of Human Resources to develop and implement staff and volunteer learning opportunities, including formal and informal professional development
- Increase employee engagement through the alignment with RMHC Alberta's mission and vision

Programs and Operational Oversight

- Day-to-day oversight and management of the organization's operations, including guest services, volunteers, housekeeping and programs
- Planning, developing, implementing and managing initiatives to improve families' access to information and resources
- Working with the Core Programs Manager on the development of hospital-related programs and services such as the Cart program
- Lead integration efforts with assigned committees – roll out best practices into procedures based on policy and efficiencies
- Ensure submission of monthly Operations Score Card
- Analyze RMHC Global and Canada reporting requirements and statistics (RADAR metrics)
- Collaborate with other Alberta GM's ensuring accuracy of reporting data, incident sharing and outcomes when appropriate, alignment of family experience, inventory sharing
- Provide oversight from a project management perspective
- Ensure all operational and licensing standards are met
- Ensure effective Incident policies are in place such as family issues - journal notes are captured in GRHMIS
- Evaluate new and ongoing programs and services to ensure that family needs are met

- Contract management oversight for House specific services, ensuring the best value for delivered services and that these services are charged per terms and conditions

Stakeholders/Donors & Guest Experience

- Monitor and improve the overall experience families receive in the House, ensuring that a high level of families participate in RMHC surveys, that scores remain high and meaningful feedback is received
- Act as the House ambassador and steward the stakeholder relationships – volunteer groups, board members, contractors, AHS, donors, community organizations and local ambassadors **
- Ensure strong relationships exists with AHS partners. Increase the awareness of RMHC Alberta programs and offerings; ensuring maximum house occupancy
- Works closely with RMHC Alberta's Development professionals ensuring that a positive interdependence exists

Financial

- Work with the Director of Operations to create, oversee, and maintain annual financial budgets for the functional areas reporting into the GM. Analyze monthly financial reports relating to GL codes pertaining to operations
- Oversee restricted funds related to operations and identify needs and opportunities for location and provincial restricted gifts. Consuming and tracking/reporting restricted gifts

FIRST YEAR DELIVERABLES / MEASURES OF SUCCESS

Success in the first year will be determined by the candidate's ability to:

- Successfully steward and operationalize the \$1M budget
- Raise the level of employee engagement and followership through your efforts in leading, developing and empowering staff to take ownership over their departments
- Work closely with the Development team to successfully steward donors
- Develop collegial and collaborative working relationships with all Alberta GM's (Edmonton, Red Deer, and Medicine Hat)
- Build strong collaborative working relationships with the key stakeholders within AHS such as: Main Hospital Site- Foothills & Alberta Children's), Social Workers, Family Resource Centers, Ambulatory Care to ensure an 85% or better occupancy rate

CANDIDATE PROFILE

The successful candidate will have the following:

Education

- A Bachelor's degree is preferred but not mandatory

Experience

- A minimum of 5 years related not-for-profit leadership experience
- Experience with planning, budgeting, leading multiple departments to generate high quality results
- Experience in setting, implementing and achieving operational and fiscal goals in collaboration with senior management

Competencies and Attributes

- Strategic planning capabilities with the ability to implement, execute and evaluate
- Focused and results-driven
- Passion for leading and coaching a high-performing team
- Exceptional customer service and stewardship skills
- Strong interpersonal skills, with proven ability to collaborate across wide networks to establish relationships
- Strong negotiation and advanced analytical skills
- Issue identification and prioritization skills
- Advanced project-management, team management, and client services skills
- Ability to prioritize, multi-task efficiently and respond to a high volume of ongoing requests