



**Ronald McDonald
House Charities®**
Alberta

Associate Director, Guest Services Ronald McDonald House Charities® Alberta

Ronald McDonald House Charities® Alberta (RMHC Alberta) is passionate about providing a home away from home for families with seriously ill or injured children. Over 65% 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 87 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 Chief Operating Officer, the Associate Director, Guest Services will have provincial oversight of our daily operations of all the Ronald McDonald Houses in Alberta including Family Services, Programming, Volunteers and Stakeholders.

Associate Director, Guest Services - Qualifications/Experience

- Minimum 5+ years of related leadership experience in a not-for-profit
- 5 years of experience with 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 the Chief Operating Officer
- Proven experience mentoring professionals and performance management of direct and indirect staff
- Advanced communication skills including confidence with public speaking
- Demonstrated organization and time management skills
- Strategic planning capabilities with the ability to implement, execute, and evaluate
- Timely problem solving (issue identification and prioritization) skills
- Advanced team-management and client management skills
- Exceptional customer service and stewardship skills
- Strong negotiation and interpersonal skills, with proven ability to collaborate across wide networks to establish relationships
- Demonstrated ability to be a change agent, promoting change throughout an organization
- Ability to handle conflicting priorities in a fast changing environment with a proven track record in crisis management
- Experience in policy and procedure development



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Associate Director, Guest Services – Responsibilities

- Provide leadership & guidance to four General Managers across Alberta
- Provincial oversight of our daily operations of all the Ronald McDonald Houses in Alberta including Family Services, Programming, Housekeeping and Volunteers
- Work with the operational departments in different geographical areas to achieve organizational metrics and goals
- Support the development, implementation, and supervision of the strategic and business plans
- Work with the Chief Operating Officer to create, oversee, and maintain the annual financial budgets for four locations. Analyzing monthly reports from Finance relating to GL codes that pertain to Operations
- Oversee restricted funds relating to Operations. Identify needs and opportunities for provincial restricted gifts
- Invoice approval up to \$7,500
- Analyze Monthly Operations Score Card submitted by General Managers
- Evaluate RMHC Global and Canada reporting requirements and statistics (RADAR metrics)
- Analyze new and ongoing programs and services to ensure the needs of families are met
- Work with the Director, People & Culture on developing and implementing staff and volunteer learning opportunities, including formal and informal professional development
- Be an ambassador of the House within the community
- Work with the Chief Operating Officer to ensure all operational and licensing standards are met
- Monitor and continually seek to improve the overall experience families receive in the House
- Stewardship of stakeholders - volunteer groups, contractors, Alberta Health Services, donors, and community organizations
- Attend cheque presentations when required
- Travel to all Ronald McDonald Houses in Alberta is required. (60% working in-House / 40% remote)

Ronald McDonald House Charities Alberta is proud to be an equal opportunity employer. We encourage applications from visible minority groups, Indigenous persons, persons with disabilities, members of the LGBTQ2S+ community and everyone who respects and appreciates the diversity of service we strive to provide. If you are a member of any of these groups and desire to work for RMHC Alberta but don't quite meet all of the requirements we encourage you to apply anyways. You may just be the perfect fit for the position with your combined background or you might be the perfect fit for an upcoming position. If you require accommodation for any stage of the recruitment process, please inform us if we contact you to book an interview.

This position is full-time with some work required to happen outside of regular office hours. RMHC Alberta offers a well-rounded compensation package as well as a great team environment. Willingness and consistent ability to travel to all Houses is required. Please send your cover letter & resume to hr@rmhcalberta.org.