



Ronald McDonald
House Charities®
Alberta

General Manager Edmonton Ronald McDonald House

Ronald McDonald House Charities® Alberta (RMHCA) is passionate about providing a home away from home for families with seriously ill or injured children who must travel for medical care.

We know that a family with a sick child is a sick family. Our Ronald McDonald Houses provide a warm, compassionate and comfortable environment where families can share experiences, receive respite and distraction, eat a warm homemade meal and rest, all while caring for their child at the hospital next door.

RMHCA is part of a global network of Houses, Family Rooms, Care Mobiles and Comfort Carts prioritizing family-centered care through delivery of our unique core programs. RMHCA operates four Houses offering 87 private family suites, and three Comfort Carts that deliver bedside services in hospital.

We're currently engaged in a multi-year, \$80M capital campaign to reduce the service gap by tripling our capacity in Calgary and Edmonton. Construction on an expanded facility in Calgary is currently underway and scheduled for completion in 2025.

Your Role

The General Manager (GM) oversees the day-to-day operations to support and direct the function and growth of the Edmonton Ronald McDonald House. The GM sets goals for their team, while overseeing, measuring and evaluating the operations of the House in support of RMHCA's vision and mission. The GM is innovative and continually seeks quality improvement opportunities, striving for excellence in serving families.

Accountabilities include development of new initiatives, participation in community or organizational advocacy, staff and volunteer recruitment and management, oversight of maintenance for facility and equipment, project management, maintaining records, developing and managing the operating and capital budget and proposal writing.

This is a full-time role based out of the Edmonton Ronald McDonald House, with some work required outside of regular office hours. Some travel throughout the Province is required, supporting the work of RMHC throughout Alberta.

Your Key Responsibilities

Operations

- Oversight of daily operations of the Edmonton Ronald McDonald House, including Family Services, Programming, Facilities and Volunteers
- Staff and volunteer recruitment, scheduling and management
- Support the development, implementation, and supervision of the strategic and business plans
- Develop, implement and analyze new and ongoing programs and services to ensure the needs of families are met; often acting as a program manager and change agent.



This includes the development of hospital related programs and services such as the Comfort Cart

- Be an ambassador of RMHCA within the community
- Work with leadership to ensure all operational and licensing standards are met
- Oversight of facility operations, including regular maintenance programs and housekeeping services
- Creation, practice and implementation of emergency response plans and business continuity plans, including critical incident response, reporting, debriefing and follow up

Budget & Reporting

- Work with leadership to create, oversee, and maintain the annual financial budget, including operational and capital expenditures
- Analyze monthly reports from Finance relating to GL codes that pertain to Operations
- Contract management for house specific services, ensuring best value, and oversight of quality of work and adherence to contract terms and conditions
- Invoice approval up to approved authority level
- Evaluate RMHC Global and Canada reporting requirements and statistics (RADAR metrics)

Leadership

- Oversight of roles and responsibilities of staff and volunteers
- Performance management of staff and volunteers
- Provide leadership, coaching, and mentorship to staff and volunteers
- Work with People & Culture on developing and implementing staff and volunteer learning opportunities, including formal and informal professional development

Relationship Building

- Collaborate with other Alberta General Managers to ensure alignment of family experiences, inventory sharing, data collection and analysis, and support collective learning across the organization
- Stewardship of stakeholders such as volunteer groups, board members, contractors, donors, community organizations and local ambassadors
- Work closely with the Development team, related to planning events within the house, stewarding donors, and supporting the work of fundraising
- Integration throughout RMHCA, as part of assigned committees.

Required Qualifications

- 5+ years of proven experience with mid-level strategic planning, budgeting, staffing, leading professionals, and departments to generate high quality results
- 5+ years of proven leadership experience, ideally leading leaders
- Strategic planning capabilities, including experience setting, implementing, executing and evaluating operational and fiscal goals
- Advanced communication skills, written, verbal, presenting, and public speaking
- Exceptional customer service skills and experience
- Demonstrated organization and time management skills, ability to prioritize and multi task efficiently, responding to a high volume of requests in a timely fashion



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- Proven ability to identify and solve problems and handle conflicting priorities in a fast-changing environment with a proven track record in crisis management
- Outstanding skills in building and maintaining strong relationships, internally and externally, with a proven ability to collaborate across wide networks
- Demonstrated ability as a change agent
- Must provide a clear criminal record check including a vulnerable persons check
- Valid Class 5 Drivers License, with clean abstract

Nice to Haves

- Post Secondary education in Human Services or Business is an asset, along with leadership training and ongoing dedication to personal development
- Project management experience, along with program development and implementation experience is an asset
- Non-profit experience an asset

What we Offer

- Competitive compensation
- Comprehensive benefits plan
- Employee Assistance Program
- Professional development opportunities
- Social events
- Vacation & personal days
- RRSP / TFSA matching program
- Opportunity to participate in various committees
- A culture built on our values of passionate, excellence, entrepreneurial, relentless, people-first

RMHCA is proud to be recognized as a 2022 Canadian Nonprofit Employer of Choice. We employ 87 people and hundreds of volunteers.

Diversity, equity, inclusion, and cultural safety are guiding principles at RMHC Alberta. We recognize the ongoing need to ensure DEI is reflected in our day-to-day activities; to champion continuous learning for staff, volunteers and the board; to create policies and practices that support DEI; and to find ways to measure our progress and continually improve. If you require accommodation, please advise us during the recruitment process.

We thank all candidates who apply; however, only those selected for interview will be contacted.

To apply send your resume and cover letter to HR@rmhcalberta.org stating reference # GM-03-24-RMHC