



Family Services Coordinator – Casual Part Time

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

Reporting to the General Manager, the Family Services Coordinator will be responsible for working with all RMHC Alberta families to ensure they have accommodations, general office administration, room check-ins/checkouts, and general tidying of the of the House.

This is a casual part time position based out of the Red Deer Ronald McDonald House and will mainly include evening and weekend shifts.

Your Key Responsibilities

Family Support

- Take room bookings, perform family check-in and check-out, and process room payments.
- Respond to family queries and concerns.
- Identify, respond to, report and record emergency and risk situations in the manner communicated in training and in the emergency procedures manual.
- Ensure adherence to House policies by registered guests and/or their approved visitors.
- Accept and receive monetary and gift-in-kind donations.
- Greet all visitors that arrive at the House.
- To remain on their shift until replacement staff have arrived.

Program Support

- Liaise with Home for Dinner and Helping Hands groups and support.
- Meet and greet volunteer groups, provide group orientation, collect paperwork and provide tours.
- Ensure all equipment is properly cleaned and all areas of the facility used by groups have been tidied.
- Support other House Programs such as Pet Therapy, Shuttle, and Rejuvenation



**Ronald McDonald
House Charities®**
Alberta

Volunteer Support

- Assign tasks to volunteers as necessary.
- Update volunteers on new procedures and programs/services.
- Ensure volunteer time is utilized in an efficient and effective manner.
- Value, respect and recognize the contributions of volunteers.
- Train and orientate new volunteers.

Required Qualifications

- High school diploma.
- Strong interpersonal skills; capable of working with a variety of people.
- Minimum 6 months administrative experience is preferred.
- Strong computer skills with experience working with a database.
- Comfortable working in a fast-paced environment.
- Ability to flexibly complete tasks based on priority.
- Ability to problem solve and use critical thinking skills.
- Must provide a clear criminal record check.

What we Offer

- Competitive wage
- Employee Assistance Program
- Social events
- Flexibility
- 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, please click on the applicable Indeed link and submit your resume and cover letter.

<https://ca.indeed.com/job/family-service-cordinator-84b90d9b5e47882f>