



Family Services Associate

Ronald McDonald House Charities® Newfoundland and Labrador

Ronald McDonald House Charities® Newfoundland and Labrador is located at 150 Clinch Crescent in St. John's near the Janeway Children's Hospital. Ronald McDonald House offers programs and accommodations to sick or injured children and their families who must travel to St. John's for medical reasons. Operated by a small staff and supported by dedicated volunteers, we now seek the services of a **casual Family Services Associate** that would be scheduled a minimum of sixteen hours per week during a combination of **overnights, evenings, and weekends**. This position will have the possibility for additional hours going forward.

Reporting to the Family and Volunteer Services Manager, the Family Services Associates' key responsibilities include:

- Smooth operation of the House during a combination of **overnights, evenings, and weekends**.
- Greeting guests when they arrive
- Managing the admission process
- Providing assistance and information to guests
- Controlling access to the House
- Administrative duties such as report preparation
- Providing direction for volunteers in the House
- Managing data in computerized reservation system
- Be able to lift a minimum of 25 pounds. Be able to complete housekeeping physical requirements, such as mopping, laundry, general cleaning

Qualifications: These positions are unique - a career with real meaning and sense of purpose, which offers the satisfaction of 'making a difference' in the community. The ideal candidate will have experience in the not-for-profit sector, residential care, and/or hospitality industry. Minimum requirements include:

- Graduation from High School
- Effective organizational and communication skills
- Ability to work independently and as part of a team
- Empathy with an ability to work with families in times of stress or crisis
- Proven reliability

Preferred Assets:

- Two years experience in similar position
- Post-secondary training or work experience in customer service or hospitality industry

Compensation: We offer training and a competitive salary package. Send resume along with three references in confidence to careers@rmhcnl.ca. Applications should be received by **5:00 pm on September 15, 2023**. We thank all applicants for their interest. Only those persons to be interviewed will be contacted. Additional information may be found on website www.RMHCNL.ca