



## **Duty Coordinator Permanent/Part-Time – Rotating Shifts**

### **The Organization**

Since 1981, Ronald McDonald House Charities (RMHC) Toronto has served as a place to call home for families with seriously ill children undergoing treatment. RMHC Toronto encompasses a House for 81 families in downtown Toronto and seven Family Rooms in hospitals across the Greater Toronto Area and in Sudbury. The families we serve come from throughout Ontario, across Canada and around the world.

### **Position Summary:**

In this position, the Duty Coordinator is required to work interchangeably at two sites – the House and the Family Room at SickKids.

The overall role of the Duty Coordinator, in both locations, is to ensure delivery of our mission, to ensure adherence to policies and procedures, to provide a safe, warm, comfortable and compassionate environment for our families, guests and volunteers. The Duty Coordinator will have the opportunity to work closely with volunteers who, through their commitment to our mission and vision, play a valuable role in our workforce.

**Hours of work:** 32 hours a month, working every other weekend on a rotating schedule

- 12 a.m. to 8 a.m./4 p.m. to midnight/ 8 a.m. to 4 p.m. including weekends, and statutory holidays

**Requirement:** MMR vaccination and 2-step TB testing completed within the last six months (prepare to have this done immediately).

### **Key Contributions in both locations:**

- Works closely with both the House and the Family Room teams to ensure both locations operate according to the guidelines and protocols of RMHC Toronto
- Has the ability to be proactive and reactive in managing fluid situations and understands when to escalate to their supervisor.
- In collaboration with the House, Family Room teams and with the support of the Volunteer Resource team, the Duty Coordinator will work closely with volunteers to engage and support as necessary to maintain a safe and comfortable environment for families.
- Fosters strong values-based relationships with all key stakeholders for both locations.

- Prepares accurate and timely administrative reports and documentation as required for either location.
- Ensures accurate family records are maintained as necessary.

**Complexity/Problem Solving – both locations:**

- Identifies operational concerns and implementing corrective measures as deemed appropriate.
- Ensures consistency in implementation of policies and procedures.
- Understands the different needs for each location and the ability to prioritize appropriately accordingly.

**Key Skills:**

- College or University degree preferred;
- 1-5 years of experience required in family focused environment;
- Experience in volunteer management;
- Familiarity with Office 365, iPhone features, GoToMeeting and administrative database for family records;
- Advanced proficiency in Microsoft productivity suite (Word, Excel, PowerPoint);
- Excellent oral and communication skills;
- Results driven, organized, good judgment, excellent listening skills, outgoing and able to inspire others;
- Must be able to flex hours as required to support a 24-hour operation.

If you are interested and qualified, we invite you to submit a letter of introduction and resume with salary expectations to [jobs@rmhctoronto.ca](mailto:jobs@rmhctoronto.ca) by **September 27, 2019**. The successful candidate will need to undergo a successful Vulnerable Sector Screening Police check and immunization process as per hospital policy.

All responses will be handled with strict confidence.

Ronald McDonald House Charities Toronto embraces diversity and encourages all qualified applicants to apply.

We thank all applicants for their interest. However, only those candidates who have been selected for an interview will be contacted