



**Family Room Coordinator, Credit Valley Hospital
Full time, permanent**

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

Reporting to the Assistant Manager, Family Rooms, the Family Room Coordinator ensures and facilitates the smooth operation of the Ronald McDonald House Charities Toronto Family Room at Credit Valley Hospital as a support system to families with seriously ill children and infants in the hospital. The Family Room Coordinator maintains a close rapport with all hospital staff, especially those who interact daily with the Family Room volunteers and families who use the Family Room.

The Family Room is open 9 a.m. to 9 p.m., seven days a week. Regular working hours for the Family Room Coordinator are Monday- Friday, 9 a.m. – 5 p.m. However, from time to time, as directed by the Assistant Manager, The Family Room Coordinator will need to work occasional alternate shifts to ensure continued operations of the room.

Key Contributions

- Works closely with the Assistant Manager, Family Rooms to ensure the Family Room operates according to the guidelines and protocols of RMHC Toronto;
- Is responsible for the proactive and reactive identification of gaps, opportunities and challenges;
- Leans on the support of the Family Room and Volunteer Engagement teams, escalating issues as appropriate to the Assistant Manager, Family Rooms and /or the Director of Family Services and Programs;
- In collaboration with the Volunteer Engagement team, recruits and trains all volunteers for the Family Room;
- Proactively gauges the health of the volunteer workforce based on key performance indicators for recruitment and retention;
- Fosters strong values-based relationships with hospital and other key stakeholders, such as families and community partners;

- Prepares accurate and timely administrative reports and documents, including statistics and analyses;
- Performs other tasks as assigned.

Complexity/Problem Solving

- Recruits, onboards and trains volunteers;
- Identifies operational concerns and implements corrective measures;
- Ensures consistency in implementation of policies and procedures by evaluating and monitoring Family Room operations.

Key Skills

- College or university degree preferred;
- 1–5 years of experience required;
- Comfortable with technology, such as Office 365, iPads / iPhones, and other software such as GoToMeeting, Volgistics, Exceed Beyond;
- Excellent oral and communication skills;
- Results-driven, organized, good judgement, excellent listening skills, outgoing and able to inspire others;
- Comfortable giving presentations and facilitating training workshops.

If you are interested and qualified, we invite you to submit a letter of introduction and resume with salary expectations to jobs@rmhctoronto.ca by September 13, 2019.

The successful applicant will need to undergo and pass a 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.