



**Ronald McDonald
House Charities®**
Toronto

**Assistant Manager, Family Services
Full-Time, Permanent
Wednesday to Sunday, 12 p.m.- 8 p.m.
July 2019**

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. Our mission is keeping seriously ill children and their families together to improve their health and well-being.

Job Summary

Reporting to the Manager, Family Services, the Assistant Manager, Family Services is responsible for providing managerial support, training and performance evaluation to the part-time Duty Coordinator team both at the House and at the Family Room at SickKids. The Assistant Manager will work on weekends and provide overall support to families, staff and volunteers. In addition, he/she is responsible for administrative duties, as assigned, and acts as primary contact for any House operations or family issues arising during their shift. The Assistant Manager ensures adherence to House policies and works to provide a safe and comfortable environment for families, staff and volunteers.

Key Contributions

- ❑ Provides managerial support, training, assistance and evaluation to all part-time Duty Coordinators;
- ❑ Provides support, when needed, after hours on an emergency basis;
- ❑ Schedules part-time Duty Coordinators to ensure consistent coverage and reporting hours worked for payroll purposes;
- ❑ Acts as a liaison for all part-time Duty Coordinators to support training needs and provides a communication link on ongoing issues;
- ❑ Provides ongoing support in the development of communications tools for part-time Duty Coordinators to support the effective operations of the House and Family Room at SickKids;
- ❑ Reports areas of concern to the appropriate designate depending on the nature of the concern and works collaboratively to address identified issues;
- ❑ Manages House operations; including security, health & safety and housekeeping during 12 p.m. to 8 p.m. shifts;

- ❑ Works collaboratively with other staff and volunteers to provide a safe and comfortable environment for families;
- ❑ Maintains positive relations with relevant hospital stakeholders, acting as key contact for referral process and procedures related to family admissions and support;
- ❑ Supports admissions processes, ensuring applicant families meet admissions criteria;
- ❑ Maintains supportive and open communication with families, identifying those who may require additional support;
- ❑ Participates in the resolution of family disputes and issues as needed, reporting matters of concern in a timely manner to the Manager, Family Services;
- ❑ Liaises with the Operations team on matters related to family comfort.

Other

- ❑ Assists with events and meetings, as needed;
- ❑ Assists with administrative and housekeeping duties, as needed;
- ❑ Performs other duties as assigned.

Key Skills

- ❑ 2-3 years of management experience;
- ❑ Demonstrated customer service skills;
- ❑ Experience working with families in crisis an asset;
- ❑ First aid certification an asset;
- ❑ Demonstrated conflict resolution skills;
- ❑ Demonstrated crisis management skills;
- ❑ Ability to work independently;
- ❑ Ability to work collaboratively with staff and volunteers;
- ❑ Demonstrated organizational skills and attention to detail;
- ❑ Working knowledge of Microsoft Office package;
- ❑ Post-secondary education preferred;
- ❑ Must undergo a satisfactory Vulnerable Sector Screening police check.

All interested individuals are invited to submit their application referencing **Assistant Manager, Family Services** with a letter of introduction, a resume and salary expectations on or before August 16, 2019 to jobs@rmhctoronto.ca.

The successful applicant will need to undergo and pass a Vulnerable Sector Screening police check.

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.