

Guest Experience Volunteer – Family Room

As part of the Guest Experience Volunteer team you will help provide an atmosphere of warmth and support to families by interacting with visitors to the Ronald McDonald Family Room located at the Victoria Hospital. This position is under the direction of the Family Room Manager and Family Room Staff Associate.



Responsibilities

The Family Room is a comfortable, quiet space for families to rest and rejuvenate, while their child is being cared for in the hospital. All volunteers will become familiar with the overall activities, programs, mission and values of Ronald McDonald House Charities, Saskatchewan (RMHC-SK).

Volunteers assist in the day-to-day operation of the Family Room by providing comfort and support to the families and children who visit the room. Including:

- Register all families visiting the Family Room
- Provide tours to new guests of the Family Room
- Greet and assist families
- Answer family inquiries
- Work with families during various activities (craft programs, games, movie night, etc.)
- Answer telephone
- Accept donations
- Liaise with hospital staff
- Maintain snack and beverage inventory
- Make coffee
- Assist with laundry when necessary
- Maintain tidiness and cleanliness of room
- Sanitize regularly
- Ensure supplies are stocked and well maintained
- Liaise with hospital staff to ensure a clean environment for families
- Communicate with other volunteers, and the Family Room Manager
- Keep statistical records
- Assist with Hospitality Cart and Food Program in NICU programs
- Adhere to all RMHC-SK Procedures, Protocols and Policies as well as all hospital rules and codes of conduct including personal health guidelines.

Qualifications

- Empathy, understanding and warmth towards our families
- Good communication and listening skills
- Patience
- Positive attitude and a friendly, enthusiastic manner
- Willingness to learn and take direction
- Initiative; able to work independently
- Reliable and consistent

- Flexible
- Comfortable working with others
- Understand and practice confidentiality
- Must be 19 years or older
- Provide and pass a background check and provide 2 personal references

Training and Support

- General orientation and training will be provided
- Role specific training will be provided
- Continuing training and support will be offered to all volunteers.

Time Commitment

- Volunteers are asked to commit to a minimum of one shift per week,
- 3-4 hour shift length unless otherwise discussed
- Volunteers must arrange for a substitute if they are going to be absent.