

Position:

Manager, Family Services

Organization:

Ronald McDonald House Charities (RMHC) Toronto

Hours of work:

Full Time; Friday – Monday (10 a.m. – 8 p.m.)

Location:

240 McCaul Street and Family Room at SickKids
Toronto, Ontario

About RMHC Toronto:

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 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.

We are looking for a Manager, Family Services to join our team in Toronto.

About the opportunity:

Reporting to the Director, Family Services & Programs, the Manager, Family Services oversees all matters related to the admission, support, and accommodation of families at RMHC Toronto. The Manager, Family Services supports the development and achievement of strategic priorities related to the House and Family Services team, the implementation of policies and procedures and ensuring a successful partnership with hospital stakeholders.

What will you be doing?

In this role, you will:

- Lead, engage, develop, and manage the part time Family Services team. Provide timely feedback, coaching and training;
- Maintain relationships with hospital stakeholders, acting as a key contact for the referral process and procedures related to family admissions and support;
- Ensure adherence to the family services policies. Reviewing and propose updates, as necessary.
- Staffing and scheduling of the family services team to ensure the House (and Family Room at SickKids on weekends) is staffed 24- hours 7 days a week in an efficient, safe, and financially responsible schedule;

- Liaise with the Operations team on matters related to infection control, assuming overall responsibility for procedures directly affecting admissions, family support and program delivery;
- Maintain supportive and open communication with families, identifying those who are having difficulty coping and notifying the appropriate support;
- Participate in the resolution of family disputes and issues as needed, reporting matters of concern in a timely manner to the Director, Family Services and Programs;
- Work collaboratively as a member of the management team to support overall achievement of organizational goals;
- Collect and compile monthly, quarterly and annual Family Services metrics that are presented to board and committee members;
- Develop and monitor Family Services strategic plans and goals annually;
- Manage all family program related activities such as special events/dinners, ticket distribution, etc.;
- Conduct regular evaluations of all programs analyzing satisfaction and utilization data and prepare reports and make recommendations for new development or program changes;
- Special projects and other duties as may be assigned.

If you have the following background and qualifications:

- College diploma in Social Services or Social Work or related field;
- Minimum three (3) years' experience in a leadership role providing family support services or related services in healthcare or not-for-profit organization;
- Experience managing and scheduling a 24-hour team and working shift work/ on-call;
- Food Safety certification and CPR/First Aid certification an asset;
- Proven leadership skills, including the ability to coach, develop and mentor staff and volunteers;
- Strong customer service skills and experience working with families in crisis. Comfort with crisis management and conflict resolution;
- Proven success in managing departmental budgets;
- Strong project management skills with the ability to translate strategy into actionable plans;
- Strong analytical and problem-solving skills including the ability to be resourceful in defining solutions;
- Excellent verbal and written communication skills, with the ability to effectively present and clarify concerns and concepts to various audiences;
- Exemplary collaboration and interpersonal skills with a demonstrated ability to develop and maintain relationships. Ability to work effectively within a team, as well as independently;

- Strong organizational skills, with the ability to manage multiple deliverables in a time-sensitive environment and adapt to frequently changing priorities;
- Working knowledge in technology including Microsoft Office and other databases /computerized maintenance management system (CMMS);
- Knowledge of building maintenance and emergency response procedures and trends in healthcare and medical terminology;
- High degree of empathy and compassion;
- Ability to work every weekend (Friday - Monday, 10am - 8pm) including the flexibility to work additional hours, if required.

We want to hear from you!

Like what you're hearing so far, but still wondering if RMHC Toronto is right for you? We offer:

- A competitive compensation & health benefits package
- RRSP Program;
- Wellness days;
- An opportunity to make a difference in the lives of children, families, and the community.

Interested in being a part of the RMHC Toronto team? Does this sound like you? If so, we look forward to your application!

The successful candidate will need to undergo a successful Vulnerable Sector Screening Police check and immunization process as per hospital policy.

Please inform us if you require any accommodations during the hiring process. Please note that only those candidates selected for an interview will be contacted. If you are interested in this position, please submit your resume using the link below:

<https://www.fitzii.com/apply/52647>