



Keeping families close™

Family Service Support Volunteer

It's a pleasure to meet you. Let us introduce ourselves!

Ronald McDonald House Charities (RMHC) Toronto keeps families close. We encompass a House for 81 families in downtown Toronto and seven in-hospital, Family Rooms across the Greater Toronto Area and in Northern Ontario. We strive to provide a sense of normalcy for our families during a chaotic and traumatic time and provide a variety of programs and services to support the whole family.

What's in it for you:

This is an opportunity to gain knowledge and experience in the world of family-centred care, to gain a deeper understanding of the issues faced by families with a sick child, and to know that you have made a difference in the lives of the families we serve.

Why we want you:

Here at RMHC Toronto, we are all about making connections. How better to make a connection than to have a world class, Front Desk team to make a stellar first impression? We are looking for you to provide great customer service to our families, staff, guests, visitors, donors and fellow volunteers. Along with supporting our Front Desk with basic operations and duties you will also be assisting our Family Service team with House Tours, room checks and other duties as assigned.

Skills you need:

Are you able to be friendly and welcoming? Do you have experience delivering an amazing customer experience that includes being an awesome tour guide for the House? Can you bring along 1-2 years of proven experience in a fast-paced administrative environment while keeping things organized and ticking? Are you a great communicator and able to interact with various people ranging from our donors to our guests? Can you work well in an environment that requires confidentiality and respecting boundaries at all times?

If you've answered YES to any or even all of those questions, this volunteer opportunity is great for you!

Commitment:

Available shift times are:

Sundays - 9:00am to 12:00pm; 12:00pm to 3:00pm; 3:00pm to 6:00pm; 6:00pm to 9:00pm

Mondays - 9:00am to 12:00pm; 12:00pm to 3:00pm; 3:00pm to 6:00pm; 6:00pm to 9:00pm

Tuesdays - 9:00am to 12:00pm; 12:00pm to 3:00pm; 3:00pm to 6:00pm; 6:00pm to 9:00pm

Wednesdays - 9:00am to 12:00pm; 12:00pm to 3:00pm; 3:00pm to 6:00pm; 6:00pm to 9:00pm

Thursdays - 9:00am to 12:00pm; 12:00pm to 3:00pm; 6:00pm to 9:00pm

Fridays - 9:00am to 12:00pm; 3:00pm to 6:00pm; 6:00pm to 9:00pm

Saturdays - 9:00am to 12:00pm; 12:00pm to 3:00pm; 3:00pm to 6:00pm; 6:00pm to 9:00pm

We are looking for volunteers who can commit to a weekly shift for a minimum of 6 months.

Why:

We need people who are reliable, responsible and well-mannered. We need to create an environment of support through continuity, consistency and familiarity for our families. This is especially important to the children in our House. They will remember you because of your warmth and friendliness, and they and their parents will look forward to seeing you again.

Must Haves:

A current Vulnerable Sector Screening and 3 current references.

Interested?

Interested in this opportunity? We're excited to hear from you! Apply now at:
<http://www.rmhctoronto.ca/apply-to-volunteer>

Anything else?

Your orientation and training will be provided by the Operations Coordinator and the Director of Family Services and Programs.

Got questions?

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