



Keeping families close™

Family Service Support Volunteer

Organization: Ronald McDonald House Charities (RMHC) Toronto

Location: RMHC Toronto House, 240 McCaul Street (onsite)

Position Type: Volunteer

Commitment: Weekly shift for a minimum of 6 months

Purpose:

Are you a compassionate and enthusiastic individual looking to make a meaningful impact on families facing challenging times? Join our team as a Family Service Support Volunteer at Ronald McDonald House Charities (RMHC) Toronto and play a vital role in providing comfort and assistance to families with seriously ill children.

About Us:

RMHC Toronto provides a supportive haven for families with seriously ill children, offering an 81-room House in downtown Toronto and seven in-hospital Family Rooms across the Greater Toronto Area and Northern Ontario. Our mission is to provide a sense of normalcy during difficult periods, offering a range of programs and services to support the entire family.

What's in it for You:

As a Family Service Support Volunteer, you'll play a vital role in our mission to provide comfort and assistance to families with seriously ill children. By actively participating in our House operations and engaging directly with families, you'll gain valuable insights into fostering a supportive environment. This opportunity offers hands-on experience, deepening your connection to the families' experiences and providing a gratifying sense of making a meaningful difference.

Why We Need You:

Our Reception Desk is the front line of our House, and we're seeking enthusiastic individuals like you to provide exceptional customer service to families, staff, guests, visitors, and fellow volunteers. In addition to supporting the front desk, you'll assist our Family Service Team with various tasks, including House Tours, supply stocking, and other assigned duties.

Key Responsibilities:

- Offer exceptional customer service and support to families, staff, and visitors
- Assist with Reception desk operations and basic duties
- Support the Family Service Team with House Tours, supply stocking, and other tasks
- Maintain confidentiality and uphold boundaries

Skills and Qualifications:

- Warm and friendly demeanor with excellent interpersonal skills
- Strong customer service orientation
- Adaptability and willingness to learn new tasks
- Ability to multitask and follow directions
- Previous administrative or reception experience is an asset

Commitment:

Monday: 3pm-6pm, and 6pm-9pm.

Wednesday: 9am-12pm.

Friday: 9am-12pm, 12-3pm, 3pm-6pm.

Saturday: 3pm-6pm and 6pm-9pm.

Sunday: 9am-12pm, 12pm-3pm, and 6pm-9pm.

Volunteers are expected to commit to a weekly shift for a minimum of 6 months.

Casual Volunteer positions are available for those who can commit to at least one shift per month for a minimum of six months.

Requirements:

- Completion of satisfactory reference check and a satisfactory Vulnerable Sector Screening.

How to Apply:

Ready to make a difference? Apply now by visiting our website:

<http://www.rmhctoronto.ca/apply-to-volunteer>

Questions?

For inquiries about the role or the application process, please contact:

Operations Coordinator

Phone: 416-977-0458

Email: Kchahal@rmhctoronto.ca

Coordinator, People & Culture

Phone: 647-616-9502

Email: People&Culture@rmhctoronto.ca

Join us in creating a warm and supportive environment for families in need. Your dedication will leave a lasting impact and bring comfort to those who need it most. Apply today!