



## Family Room- Scarborough Health Network

**Organization:** Ronald McDonald House Charities (RMHC) Toronto  
**Location:** Scarborough Health Network (on-site) – 2867 Ellesmere Rd  
Scarborough, ON M1E 4B9  
**Position Type:** Volunteer  
**Commitment:** Weekly shift for a minimum of 6 months

### **Purpose:**

Are you a compassionate individual who wants to make a difference in the lives of families with seriously ill children? Join our team as a Family Room Volunteer at Ronald McDonald House Charities (RMHC) Toronto, providing comfort and support to families during their time of need.

### **About Us:**

RMHC Toronto offers a supportive and nurturing environment for families with seriously ill children undergoing treatment. We operate a House for 81 families in downtown Toronto and seven Family Rooms in hospitals across the Greater Toronto Area and in Sudbury. Our mission is to provide a sense of normalcy for families during challenging times by offering a range of programs and services.

### **What's in it for you:**

As a Family Room Volunteer, you will play a vital role in creating a comforting space within the hospital environment. You will be a source of care, compassion, and respite for families, allowing them to rest and relax just steps away from their sick child. This is an excellent opportunity to gain hands-on experience in family-centered care, deepen your understanding of the challenges faced by families with sick children, and leave a lasting impact on their lives.

### **Why We Need You:**

Your friendly and welcoming demeanor will help families feel at ease during what can be a stressful and frightening time. By providing exceptional customer service, you will contribute to making our Family Room a true home away from home.

### **Key Responsibilities:**

- Offer excellent customer service to families, guests, and visitors.
- Assist with small administrative tasks to ensure smooth Family Room operation.
- Maintain a warm and welcoming atmosphere by keeping the Family Room neat and tidy.

## **Skills and Qualifications:**

- Compassionate and empathetic
- Active listening skills and strong interpersonal skills
- Ability to maintain confidential information and sensitive situations.
- Previous administrative or reception experience is a plus.
- Teamwork skills

## **Commitment:**

We are looking for volunteers who can commit to a weekly shift for a minimum of six months. Here are the current openings:

- Mondays: 9 a.m. – 12 p.m., 12 p.m. – 3 p.m., 6 p.m. – 9 p.m
- Tuesdays: 3 p.m. – 6 p.m., 6 p.m. – 9 p.m
- Wednesdays: 6 p.m. – 9 p.m
- Thursdays: 12 p.m. – 3 p.m., 3 p.m. – 6 p.m., 6 p.m. – 9 p.m
- Fridays: 9 a.m. – 12 p.m., 12 p.m. – 3 p.m., 3 p.m. – 6 p.m., 6 p.m. – 9 p.m
- Saturdays: 12 p.m. – 3 p.m., 3 p.m. – 6 p.m., 6 p.m. – 9 p.m
- Sundays: 3 p.m. – 6 p.m., 6 p.m. – 9 p.m

Shifts available on various days and times, including evenings and weekends. 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.
- Attendance at a hospital orientation
- As per hospital requirements, the successful candidate will be required to undergo health 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:

Family Room Coordinator, Scarborough Health Network

E: [familyroomatshn@rmhctoronto.ca](mailto:familyroomatshn@rmhctoronto.ca)

Volunteer Engagement Team

Email: [volunteer@rmhctoronto.ca](mailto:volunteer@rmhctoronto.ca)

## **Interested?**

Apply now by visiting our website: <http://www.rmhctoronto.ca/apply-to-volunteer>

Join us in creating a supportive and comforting environment for families in need. Your dedication will leave a lasting impact and make a world of difference. Apply today!