



**Ronald McDonald  
House Charities®**  
Toronto

Keeping families close™

## Family Services Support Volunteer

**Organization:** Ronald McDonald House Charities (RMHC) Toronto

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

**Position Type:** Volunteer

**Commitment:** Weekly shift of 3 hours for a minimum of 6 months

### 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.

### 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 Services Support Volunteer at Ronald McDonald House Charities (RMHC) Toronto, providing comfort and support to families during their time of need.

### What You'll Do:

- Welcome and assist families with diverse backgrounds and needs with compassion, creating a comforting space for them to rest and respite.
- Provide exceptional customer service to families, staff, and visitors.
- Assist with front desk operations, including answering phones, receiving packages, and signing in visitors.
- Support the Family Services Team with House Tours, and replenishing items for families at the front desk and family den.

### Skills & Qualifications:

- Compassionate and empathetic, with strong interpersonal and active listening skills.
- Strong communication and customer service skills.
- Ability to maintain cleanliness and organization.
- Initiative to handle tasks independently and work well in a team.
- Prior experience in customer service, administration, or reception roles is a plus.

**Commitment:** We are looking for volunteers who can commit to a regular weekly shift of 3 hours for a minimum of six months. Available from 9 am to 9 pm (e.g. 9am-12pm, 12pm-3pm, 3pm-6pm, 6pm-9pm every day), you can select a shift that best aligns with your schedule from our vacant shifts.

**Requirements:**

- **Age Requirement:** To be 18 years of age or older as per our policies.
- **Availability:** To be able to commit to a regular weekly shift of 3 hours for a minimum of 6 months.
- **Screening and Background Checks:** To complete a satisfactory reference check and Vulnerable Sector Screening (VSS) as part of the application process.
- **Orientation and Training:** To attend an orientation and complete all necessary training modules before starting their shift.

**How to Apply:**

Ready to make a difference? Apply now by filling out an [Application Form](#).

**Questions?**

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

- **Volunteer Engagement Team**
  - Phone: 416-977-0458 ext. 269
  - Email: [volunteer@mhctoronto.ca](mailto:volunteer@mhctoronto.ca)

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!](#)

