



**Ronald McDonald  
House Charities®**  
Alberta

**Family Services Coordinator**  
**Casual Position**  
Ronald McDonald House Charities® Alberta

Ronald McDonald House Charities® Alberta (RMHCA) is passionate about providing a home away from home for families with seriously ill or injured children. RMHCA is currently looking for a casual Family Services Coordinator to support RMHCA families and work alongside the team in achieving our mission in our communities and to our families.

We know that when a child is sick, the whole family hurts. That's why we're part of a global network prioritizing family-centered care through our unique core programs. We offer 34 private family suites at our Edmonton House. Our Ronald McDonald House provide a warm, compassionate and comfortable environment where families can share experiences, eat a warm homemade meal and rest while caring for their child in the hospital.

Reporting to the Manager of Family Services, the Family Services Coordinator will be responsible for, but not limited to, working with all RMHCA families to ensure they have accommodations, general office administration, room check-ins/checkouts, and general tidying of the common areas of the House.

**Family Services Coordinator Qualifications/Experience:**

- High school diploma is mandatory.
- Some post-secondary in a relevant human services field is preferred.
- Strong interpersonal skills; capable of working with a variety of people.
- Two years' experience working in a human service relate field is an asset.
- Experience working with children and families is an asset.
- Minimum 6 months administrative experience is preferred.
- Strong computer skills with experience working with a database.
- Comfortable working in a fast-paced environment
- Ability to flexibly complete tasks based on priority
- Ability to problem solve and use critical thinking skills

**Family Services Coordinator Responsibilities:**

**Family Support**

The Family Services Coordinator is responsible for assisting and supporting families during all aspects of their stay.

- Take room bookings, perform family check-in and check-out, room inspections and process room payments, and liaise with third party payment agencies.
- Respond to family queries and concerns.
- Identify, respond to, report and record emergency and risk situations in the manner communicated in training and in the emergency procedures manual.
- Ensure adherence to House policies by registered guests and/or their approved visitors.
- Accept and receive monetary and gift-in-kind donations
- Greet all visitors that arrive at the House.
- Liaise with night security team as required.



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- Liaise with incoming and outgoing staff at the start and end of each shift and liaise with other staff as required.
- To remain on their shift until replacement staff have arrived.

### Program Support

The Family Services Coordinator is responsible for providing support to a variety of House programs:

- Liaise with Meals that Mend and Helping Hands program staff regarding groups and support required if necessary.
- Meet and greet volunteer groups, provide group orientation, collect paperwork and provide tours.
- Ensure all equipment is properly cleaned and all areas of the facility used by groups have been tidied.
- Support other House Programs such as Pet Therapy, Shuttle, and Rejuvenation

### Volunteer Support

The Family Services Coordinator is responsible for guiding and supporting House volunteers.

- Assign tasks to volunteers as necessary.
- Update volunteers on new procedures and programs/services.
- Ensure volunteer time is utilized in an efficient and effective manner.
- Liaise with volunteer coordinator with respect to volunteer performance or any concerns.
- Value, respect and recognize the contributions of volunteers.
- Train and orientate new volunteers related to Family Services

### House Management

The Family Services Coordinator is responsible for assisting to maintain the overall cleanliness and safety of the House as required on a day-to-day basis.

- Ensure proper cleanliness of the House inside and out.
- Complete housekeeping duty list for each shift.
- Liaise with housekeeping regarding required tasks.
- Advise supervisor of any area requiring major or minor repair work and maintenance projects of infrastructure, including House appliances, furnace, water heaters, elevator, etc.
- Ensure the safety and security of the House at all times.

This casual position is located in Edmonton, Alberta. Applicants must be able to work weekends, holidays & weekdays between 7:00am and 9:00pm. Please state your availability on your cover letter, preference will be given to those with weekday availability.

Please submit resume with cover letter, quoting the position title "**Casual Family Services Coordinator**" to [hr@rmhcna.org](mailto:hr@rmhcna.org). We would like to thank all applicants; however only those selected for an interview will be contacted