

RMHC-SWO Volunteer Job Description



Volunteer Role: Cart With a Heart, Family Room London

Time Commitment: Weekly or bi-weekly

Shift Times: Daily, 9:00-11:00am, 2:00-4:00pm

Reports to: Family Room Manager

Our Mission	We provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.
Our Vision	A world where every family has what they need to ensure the best health outcomes for their children.
Our Values	We lead with compassion, we are deeply respectful, we act with integrity, and we are firmly committed.

A Cart with a Heart (CWAH) volunteer is responsible for operating a mobile hospitality cart within units of LHSC Children's Hospital. They play an integral role in promoting the use of the RMHC Family Room, which creates a warm and inviting atmosphere for caregivers to relax and recharge. In addition to always prioritizing personal safety and compassionate interactions, the CWAH volunteer responsibilities include but are not limited to:

1. Preparing the CWAH
 - i. Stocking the CWAH with fresh beverages, snacks and bedside activities are adequate to support the needs of families within various hospital units.
 - ii. Re-stocking the cart out of designated storage areas within RMHC London House as directed; and
 - iii. Ensuring the cart is cleaned and stocked between units and/or for the next operator.
2. Operating the CWAH
 - i. Travelling to various units with appropriate items designated for the destination and providing a warm greeting to all who benefit.
 - ii. Abiding by all health and safety regulations and standards when preparing food and beverages.
 - iii. Acting as an Ambassador of RMHC-SWO with all patients, family members and hospital staff always including the following hospital protocols within the units.
 - iv. Interacting with caregivers to encourage their usage of the Family Room, if eligible, and educating on the amenities available; and
 - v. Recording statistics is directed to support data collection as it relates to mission impact of RMHC-SWO.
3. Supporting Operations
 - i. Stocking designated storage spaces for CWAH.
 - ii. Light housekeeping of spaces related to the CWAH operation; and
 - iii. Providing tours to guests, hospital staff, donors, etc. on an as-needed basis.

4. Other duties as assigned by staff.

Qualities and Preferred Skills:

- Must meet LHSC Volunteer requirements including orientation and training
- Works with an approachable and compassionate demeanor, sensitive to issues facing families of seriously ill or injured children
- Interacts with all patients, families and hospital partners with cultural awareness and sensitivity
- Able to handle busy and stressful situations with a positive and professional attitude
- Reliably perform task list with minimal supervision
- Adaptable and flexible with the ability to adjust to ever-changing needs and environments
- Strong listening and communication skills, fostering meaningful interactions with families
- Highly organized with exceptional attention to detail