



## RMHC-SWO Volunteer Job Description

**Volunteer Role:** Host, Family Room

**Time Commitment:** Weekly or bi-weekly

**Shift Times:** Daily, 9:00am-1:00pm, 1:00-5:00pm, 5:00-8:00pm

**Reports to:** Family Room Manager

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

A Family Room Host is responsible for welcoming visiting families into the RMHC Family Room located in Children's Hospital. Family Room Hosts play an integral role in creating a warm and inviting atmosphere for all who visit the Family Room. In addition to prioritizing both personal and guest safety at all times, the Family Room Host responsibilities include but are not limited to:

1. Hosting the Welcome Desk
  - i. Maintaining post at the welcome desk to screen visitors, monitor flow in and out of the Family Room, and provide a warm greeting to all who enter;
  - ii. Answering phone calls to direct and relay messages to appropriate staff members;
  - iii. Recording statistics as directed to support data collection as it relates to mission impact of the Family Room;
  - iv. Completing check-in process for overnight guests; and
  - v. Providing assistance and direction to visiting families as needed.
2. Supporting Operations
  - i. Unloading deliveries and stocking shelves in designated storage spaces;
  - ii. Light housekeeping of spaces including quick turnover of guest rooms, folding towels, tidying living room, library, kitchen, etc.; and
  - iii. Providing tours to guests, hospital staff, donors, etc.
3. Stocking the Cart With a Heart (CWAH)
  - i. Stocking the CWAH with fresh beverages, snacks and bedside activities adequate to support the needs of families within various hospital units; and
  - ii. Recording statistics as directed to support data collection as it relates to mission impact of the CWAH program.
  - iii. Operating the CWAH as required and on an as-needed basis when CWAH volunteers are absent.

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 set 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