



RMHC-SWO Volunteer Job Description

Volunteer Role: House Ambassador, London House

Time Commitment: Weekly or bi-weekly

Shift Times: Daily, 9:00am-12:00pm, 12:00-4:00pm, 5:00-8:00pm

Reports to: Volunteer Coordinator, London House

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 Volunteer House Ambassador is responsible for welcoming guest families and visitors into the London House. House Ambassadors play an integral role in creating a warm and inviting atmosphere for all who come into contact with RMH. In addition to prioritizing both personal and guest safety at all times, the House Ambassador responsibilities include but are not limited to:

1. Reception & Family Support

- i. Maintaining post at the front desk in the lobby to screen visitors, monitor flow in and out of the building, and provide a warm greeting to all who enter;
- ii. Answering phone calls to direct and relay messages to appropriate staff members;
- iii. Signing out shared spaces and equipment to families upon request; and
- iv. Providing assistance and direction to guest families as needed.

2. Receiving Deliveries & Donations

- i. Supporting the receiving process for all deliveries and donations to the House as needed;
- ii. Unloading deliveries and stocking shelves in designated storage spaces;
- iii. Clearing the receiving room throughout the day;
- iv. Communicating any gaps in inventory to Family Service Coordinators to remedy;
- v. Report questions and concerns directly to staff, making recommendations for improvement; and
- vi. Sorting and delivering mail to appropriate staff members.

3. Supporting Operations

- i. Assisting with basic office procedures;
- ii. Light housekeeping of lobby area; 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:

- 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
- Adaptable and flexible with the ability to adjust to ever-changing needs and environments
- Strong listening and communication skills, fostering meaningful interactions with families
- Friendly, outgoing, and cooperative, working well with volunteers, staff and families
- Organized with exceptional attention to detail in the guest experience
- Proficient in basic office tasks, including computer use, phone handling, organization, and prioritization