



RMHC-SWO Volunteer Job Description

Volunteer Role: House Refresher, London House

Time Commitment: Weekly or bi-weekly

Hours: 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 Refresher is responsible for ensuring a clean and comfortable “home away from home” and seamless experience for our guest families. In addition to prioritizing both personal and guest safety at all times, the House Refresher responsibilities include but are not limited to:

1. Preparation of Spaces
 - i. Quickly turning over guest rooms post check-out to prepare for an incoming family, including making beds, folding fresh towels; and
 - ii. Tidying and organizing all common areas, including lounges, living rooms, libraries, dining rooms, games rooms, multi-purpose rooms, gym, backyards, lobby, and more.
2. Receiving Donations
 - i. Clearing the receiving room throughout the day.
 - ii. Supporting the receiving process for all deliveries to the House as needed; and
 - iii. Sorting and delivering mail to appropriate staff members.
3. Stocking Supplies
 - i. Ensuring ample cleaning supplies and linens are available to guest families in guest cleaning cupboards and laundry spaces.
 - ii. Ensuring storage rooms are well organized and remain stocked; and
 - iii. Communicating any gaps in inventory to Family Services Coordinators to remedy.
4. Supporting Staff
 - i. Assisting with cleaning company as needed in shared spaces.
 - ii. Assisting with scheduled or Pop-Up In-House activities (ex. crafts, pet therapy, etc.); and
 - iii. Assisting Family Services Staff upon special request.
5. 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
- Reliably perform task list with minimal supervision
- Adaptable and flexible with the ability to adjust to ever-changing needs and environments
- Organized with exceptional attention to detail in the guest experience
- Able to lift a minimum of 25lbs