



Ronald McDonald House Southwestern Ontario

Position: House Ambassador (Reception Desk)

Purpose

House Ambassadors play an important role in creating a warm and inviting atmosphere for our guests. This front-line position can be found answering phone calls, screening and greeting visitors, assisting families at check-in and helping them acclimate to their new surroundings. House Ambassadors play a key role in the daily operations and provide back up to the Family Services Team.

Time Commitment

- 6 consecutive months of your valuable time with the option to renew
- One shift weekly or biweekly, same day, same time. (Mon – Sun)

Responsibilities

- Receive, direct and relay telephone messages
- Screen, greet and welcome families and visitors
- Provide overall assistance to families, visitors and staff as needed
- Assist with basic office procedures
- Enforce House policies and rules to families and visitors
- Collect donations
- Light housekeeping
- Assist the Family Services Office, House Refreshers and duties as required.

Screening Requirements

- 16 years of age or older
- Volunteer Interview
- Proof of a current Vulnerable Sector Police Check (18+)
- Proof of a negative one-step Tuberculosis Skin Test
- 2 references

Benefits

- To gain knowledge and experience in the world of family-centred care, and to gain a deeper understanding of the impact on families with a sick child.
- The great feeling that comes with making a difference.
- Networking and personal development, make new friends and gain self-confidence.
- The opportunity to attend volunteer events yearly (pending COVID precautions) with speakers, entertainment, great prizes and most of all, wonderful fellowship.
- Learn basic office procedures and an opportunity to gain career based skills.
- Letters of reference to prospective employers.

Training and Development

- House orientation/ongoing training sessions
- Hands on training with a Volunteer Mentor
- Ongoing support and supervision provided by our Family Service Coordinators

Qualities we look for...

- *Friendly, outgoing and compassionate*
- *Reliable*
- *Sensitive to issues facing families of seriously ill or injured children*
- *Respectful of families' confidentiality*
- *A good listener*
- *Open to cultural differences*
- *Ability to perform duties under minimal supervision*
- *Cooperative with other volunteers and staff*
- *Self-motivated*
- *Organized*
- *Attention to detail*
- *Able to handle busy and stressful situations*
- *Ability to use a computer and answer phones*
- *Basic office skills*