



Ronald McDonald
House Charities®
Saskatchewan

Keeping families close™

Casual Relief, Saskatoon – Casual (approximately 1-3 shifts/month)

Ronald McDonald House Charities – SK (RMHC-SK) is a provincial organization that promotes Family Centered Care, and provides accommodation and supports to families of sick children while they are receiving medical treatment at a local hospital. For more information on our mission and programs, please visit www.rmh.sk.ca.

Casual Relief staff report to the Family Service Coordinator and play a vital role in supporting the Family Service team, while upholding excellent service to all guests of RMHC-SK.

Casual Relief staff are required to be on-call on a rotating basis, and are expected to fill evening and weekend vacant shifts (and some weekdays if availability allows), and statutory holidays that come up during their on-call week. Relief may be for Family Service, Food Programs, or House Services.

RESPONSIBILITIES INCLUDE:

- Cover shifts as requested by the Family Service Coordinator (can be pre-scheduled, or with short notice during a regularly, rotating on-call week)
- Ensure exceptional level of hospitality and warmth for all people
- Handle all incoming family phone calls, assess family needs, adhere to referral and admission policies and assign rooms accordingly
- Register families, provide orientation and tour, and ensure policies are communicated
- Be sensitive to the needs of families, maintain supportive and open communication and work to provide a comforting atmosphere
- Assume role of Fire Marshall in the event of Fire or House Evacuations
- Assist Food Programs Staff in cleaning kitchen after Food Programs have been delivered
- Sanitizing throughout the House
- Light kitchen housekeeping (empty and load dish sanitizers, clean and sanitize food bins, sweep and vacuum, take out garbage, recycling and organics, etc.)
- Prepare guestrooms for cleaning (open windows, remove garbage, refill toiletries, clean mirrors, and remove, wash, and fold linens, etc.)
- Fold laundry and restock laundry rooms, linens, and paper products
- Stock and organize the community pantry for guest families as needed
- Assist with organization of kitchen, pantry, and food carts
- Adhere to the RMHC-SK food guidelines and policies and uphold our mission and values

WORKING CONDITIONS:

Ronald McDonald House Charities – SK supports families with seriously ill children. All staff must display care and compassion, possess emotional maturity and discretion, and be capable of respecting the dignity and rights of guests, volunteers, and other staff members. Keeping confidentiality is of the utmost importance.

QUALIFICATIONS:

- Excellent communication skills
- Minimum of 3 years working experience
- Proven success in organization, prioritization and attention to detail
- Proven ability to work effectively with a team
- Evidence of being warm, approachable and ability to develop trust and relationships quickly
- Strong computer skills
- Availability on weekends, evenings, and holidays
- Able to be on a rotating on-call schedule
- Able to pass a Police Record Check and Vulnerable Sector Check
- Proof of COVID-19 vaccination required for all RMHC-SK staff

WORK HOURS: Casual as needed. Will require short notice, evening, weekend and statutory holiday work

WAGE: \$17.30/hour

APPLICATION PROCESS: If interested, please forward your letter of application and resume to Kim Gilbert, Director of Human Resource Development at kgilbert@rmh.sk.ca **no later than 4pm, Monday, Oct. 2nd.**

Only applicants selected for an interview will be contacted.