

House Assistant



Ronald McDonald
House Charities™
United Kingdom

Keeping families close™

Ronald McDonald House Camberwell

Candidate Information Pack



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Hope's story

Your support helps us to keep families near to their child in a hospital far from home, by providing free 'home away from home' accommodation minutes away from their child's bedside.

BB When Hope was born at just 24 weeks she could fit in the palm of my hand. I slept in a chair at the hospital for the first three weeks of Hope's life because there was no other option available to me. Then a room became available at the Ronald McDonald House Camberwell and I stayed there with my family for about six months.

It's a truly amazing charity. The team at the House are a lifeline for somebody to talk to after spending hours each day in a hospital environment. They're always there to help.

As you may imagine, Hope's first few months of life were very intense and she had numerous health issues, one of which was chronic lung disease. This won't change until she's five when lung tissue rejuvenates in every child. The doctors and staff at King's College Hospital are fantastic and gave Hope the very best care and attention, allowing us to move Hope to a hospital nearer home six months later.



However, during those uncertain months, to be given a lovely room with its own bathroom at the Ronald McDonald House allowed my family to function with some semblance of normality at a truly stressful time. In addition to the wonderful staff, the communal kitchen and lounge areas meant that we were able to connect with other families going through a similar time with their children. We remain friends with some of the people we met there.

We were at the Ronald McDonald House over Christmas, when Hope was just a month old. The staff made sure that we were able to celebrate Christmas with our eldest daughter, Faith, with a beautiful tree, presents for everyone and a cheery, festive atmosphere prevailed. Faith was even allowed to help the staff on reception, so she was definitely made to feel part of the Ronald McDonald House Charities "family".

Now, four years later, Hope has overcome her many obstacles and attends nursery with her friends. She's still quite tiny, but certainly makes her opinions known!

I didn't know about the Ronald McDonald House Charities before we needed to use it. It was unquestionably a lifeline for myself and my family. Everybody has a different story in the Camberwell House and everybody tries to help each other.

I don't believe I will ever be able to repay the House for what it has given us, but I am a huge champion of the Charity and do whatever I can to show my appreciation of their dedication to families like mine – whether that is by donating items to the House, or fundraising. My aim is to raise £2,000-£3,000 per year and I'm happy to say that this target is always "smashed". I had a lot of friends and acquaintances friends who didn't know about the Ronald McDonald House Charities before... well, they do now!



Message from Jon Haward, Executive Director, Ronald McDonald House Charities UK

Hello,

Thank you for your interest in our current vacancy with Ronald McDonald House Charities UK (RMHC UK). Keeping families close is at the heart of everything we do; we build and run Houses that provide a 'home away from home' for families who have a sick child in hospital. To do this, we recognise the importance of having strong support in our House team. This is a diverse and highly rewarding role; you will ensure the highest standards of safety and hospitality to families and visitors and the day-to-day practices that give rise to the smooth running of the House.

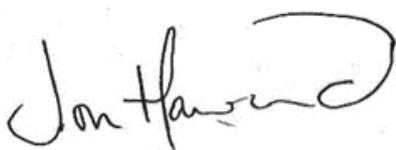
Our 24 bedroom house in Camberwell supports families with children in the King's College Hospital. The House is situated on Windsor Walk just a short walk from the children's wards, keeping families close to their children. In 2019 the House supported over 500 families with sick children.

Working with your House team and reporting to your Deputy House Manager, you will continue to create a safe and welcoming environment for our families to stay during difficult times. The right candidate will be a motivated, committed and reliable individual. Previous front of house experience is desirable and good work organisational skills.

The Job Description and Person Specification will tell you about the role itself and detail the kind of person we are looking for. Our website (www.rmhc.org.uk) will tell you more about the great work we do and the difference we make to the lives of families with sick children.

If this opportunity excites you and RMHC UK is something you can wholeheartedly support, then I very much look forward to hearing from you.

Yours sincerely,



Jon Haward
Executive Director
Ronald McDonald House Charities UK



RMHC UK: Who are we?



Our History

Ronald McDonald House Charities was born out of the unlikely partnership of Dr Audrey Evans, an oncologist at the Children's Hospital of Philadelphia, McDonald's and the American Football team, the Philadelphia Eagles.

A player for the Philadelphia Eagles had a daughter suffering from leukaemia, which prompted the team to raise in excess of \$100,000 dollars to support the hospital. Dr Evans and her team were extremely grateful and shared her need for another \$32,000 to fund the build of a house where families of the children in the hospital could get proper rest, away from the ward.

McDonald's were using the Eagles players as part of an advertising campaign and offered to donate the proceeds from sales of their 'shamrock shake' to help build the House. They asked that the House be known as the Ronald McDonald House, and on 15 October 1974, the first Ronald McDonald House opened its doors in Philadelphia, USA. From this date, Ronald McDonald House Charities has spread across the world, forming new and independent branches in over 50 regions and countries.

In the UK, Ronald McDonald House Charities was established as an independent charity in 1989. Our Houses not only provide families with accommodation, but with a space where they can rest, cook and take time out from the hospital, so they can continue to stay strong for their child. Children that require specialist medical care often have to travel long distances to receive treatment. Our Houses are located next to specialist children's hospitals, and we have 12 Ronald McDonald Houses in the UK.

 Camberwell King's College Hospital London	 Tooting St George's Hospital London	 Moorfields Moorfields Eye Hospital	 Oxford Oxford Children's Hospital
 Arrowe Park Arrowe Park Hospital	 Cardiff Noah's Ark Children's Hospital	 Birmingham Birmingham Children's Hospital	 Brighton Royal Alexandra Children's Hospital and Trevor Mann Baby Unit, Brighton
 Manchester Royal Manchester Children's Hospital and St Mary's Neonatal Unit	 Southampton Southampton Royal Children's Hospital and Princess Anne Hospital	 Evelina London Evelina London Children's Hospital	 Edinburgh Royal Hospital for Children and Young People

RMHC UK: Who are we?

We help families stay close to their children in hospital by providing free accommodation in our homely and welcoming Ronald McDonald Houses.

In an average year, we support over 6,000 families, providing a safe and supportive environment right by the children's hospital. We save families more than £1,800 in out of pocket accommodation expenses.

The best medical care for children isn't always close to home. Families often find themselves travelling long distances to get to their child's hospital. In 2020, on average families lived more than 70 miles from the hospital their child was in.

A Ronald McDonald House is more than just a place to stay. We run free activities and events to entertain siblings and bring families together. We are there for them during difficult times and we are there to celebrate important milestones.

We believe that families together are stronger. And getting adequate sleep, food and time away from the ward, allows parents to fully participate in their child's medical journey. Families can stay for as long as their child is in hospital.

McDonald's

One of our founding organisations, McDonald's has supported the Charity in the UK since the very beginning, in 1989. They display collection boxes in restaurants, hold fundraising days and do so much more.



Job Description and Person Specification



Ronald McDonald
House Charities™
United Kingdom

Job Title:	House Assistant
Reports to:	Deputy House Manager
Location:	Ronald McDonald House Camberwell 6-9 Windsor Walk London SE5 8BB
Contract:	Permanent: 35 Hours.

Job Purpose:

As a House Assistant you will assist the Manager with the day-to-day running of our 24-bedroom House. In this Front of House role you will be first point of contact for our families and will provide a strong administrative support to the House team. You will work alongside other members of the House team to provide a supportive environment for resident families within a communal living setting which includes supervising House Activities and Events. You will also implement and follow-up all Ronald McDonald House Charities UK Policies.

Key Responsibilities

- Assist with the day-to-day running of the House
- Provide strong administrative support to the House team i.e. manage and maintain database systems, complete mandatory records
- Provide a supportive environment for resident families within a communal living setting
- Deliver a high level of service to House residents and external visitors
- Complete daily operational tasks
- Manage the House referral process; liaising with Hospital wards and updating the daily unaccommodated family file and make decisions for room allocations
- Manage the turnaround of bedrooms to accommodate the next priority family
- Check families in and out and conducting House tours
- Assist and support House volunteers
- Organise, supervise and participate in House Activities and Events
- Implement and follow-up on all Ronald McDonald House Charities UK Policies



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Person Specification:

Experience and Skills

- Strong interest in supporting families through extremely difficult times
- Ability to prioritise workload effectively
- Experience of delivering high quality customer service
- Experience of working in a communal living environment (preferred but not essential)
- Experience of using a database to record accurate information
- Previous experience working in housekeeping (preferred but not essential)

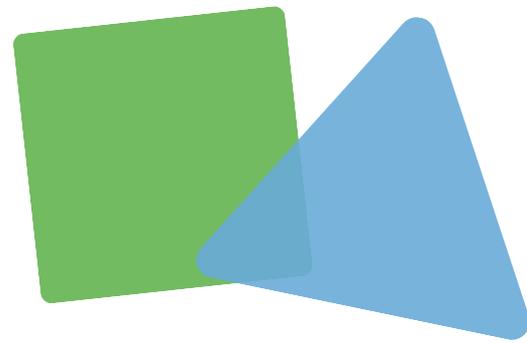
Skills and Abilities

- Excellent verbal and written communication skills
- Ability to build and maintain relationships
- Good IT skills
- The ability to manage a wide range of activities, prioritise own workload, deal with conflicting demands and unforeseen circumstances
- Be able to show empathy while maintaining professional boundaries
- Demonstrates an understanding of and maintains the principles of confidentiality
- Ambitious, self-motivated and enthusiastic
- Ability and motivation to deliver high quality work with minimum supervision
- Works well under pressure

Values

- Respects diversity and works diplomatically with a variety of different audiences
- Shows cultural and interpersonal sensitivity, working well within a team
- Promote the Vision, Mission and core values of RMHC UK

Summary of Benefits Package



We are able to offer the successful applicant a highly competitive salary and benefits package.

Pay	£12.00 per hour
Hours of Work	Shift work between the hours of 7am and 9pm, Monday - Sunday. There will be an expectation to work <u>weekends</u> , and there may be times when we would ask you to cover annual leave etc.
Holiday	Statutory entitlement 28 days (including Bank Holidays). Pro-rata for part-time equivalent.
Employee Discount Scheme	You will have access to a discount scheme through Rewards Gateway; this includes discounts on some menu items from McDonald's Restaurants Limited and discounts from a wide variety of High Street and online retailers.
Service Awards	To celebrate major service anniversaries, we give all staff vouchers which can be used at a number of High Street and online retailers.
Private Healthcare	We give all staff free membership of a private medical care scheme after three years service.
Pension Scheme	RMHC UK will automatically enrol you into our NESTworkplace pension (there may be some exemptions).
Training and Development	We aim to create a learning environment that enables all our employees to be proficient in their job and to feel that they make a valuable contribution to the Charity's overall achievement. You will be able to request time to train or to undertake accredited programmes leading to a qualification, or, for unaccredited training, request assistance to help you develop skills related to your job.

How To Apply

Closing date: Thursday 10 June 2021

Please send applications to

RMHC.Recruitment@uk.mcd.com

The closing date for applications is midnight on
Thursday 10 June 2021

Please enclose:

- Current CV
- Covering letter
- Application form

All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted for first stage interviews 16 and 17 June 2021.

Interviews will be held at the Camberwell House.