

Senior House Assistant



Ronald McDonald
House Charities™
United Kingdom

Keeping families close™

Ronald McDonald House Arrowe Park

Candidate Information Pack



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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.

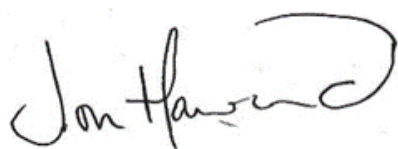
Our seven bedroom House in Arrowe Park supports families with children in Wirral Women's and Children's Hospital. The House is situated within the hospital, just moments from the Neonatal Unit, keeping families close to their children.

Working with your House team and reporting to your House Manager, you will strive to create an excellent, safe and welcoming environment for our families to stay at such difficult times. The right candidate will be a motivated, committed and relatable individual who is proactive and can plan and prioritise work effectively.

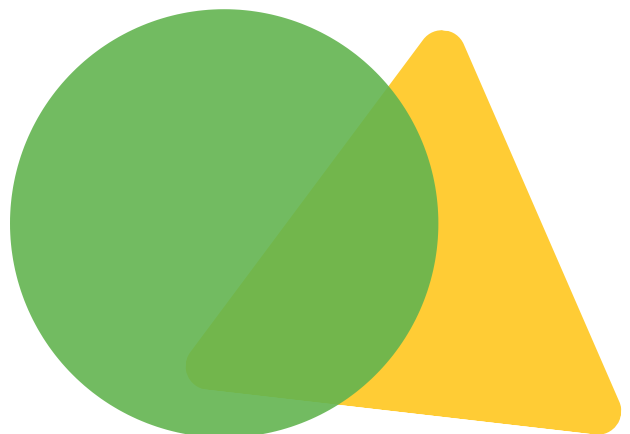
The Job Description and Person Specification will tell you about the role itself and detail the kind of person we are looking for. Our website (www.rmhc.org.uk) will tell you more about the great work we do and the difference we make to the lives of families with sick children.

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

Theo'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.

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Finding out I was pregnant again was a huge shock. I couldn't quite believe it at first.

In April 2019, we tragically lost our son Rocco at Arrowe Park Hospital and I was terrified to ever go near there again with such haunting memories.

At 27 weeks, Theo was born. Weighing a tiny 1lb 3oz we were told he wouldn't survive. If he did, we were facing a very long road to recovery. But Theo was, and still is, a fighter.

Once he was born he was taken straight to the neonatal unit (NNU) and into intensive care. We were terrified and had three other children at home to think about and that's when we were transferred to the Ronald McDonald House Arrowe Park. Jayne checked us in and instantly we felt welcome and safe.



Our normal journey to the hospital was made even more difficult because of the Covid-19 pandemic, and to this day, our children have still not met their baby brother, but the Arrowe Park House provided us with a place for our family to be together again. My partner Pete turned 40 just days after we moved in and the team set up cake and balloons to celebrate with us.

We have had some scary times with Theo, but we have always had the House to return to - to rest and reenergise, ready to face the next day. In the House, we've made friends for life, friends who know what we've been through and who we can talk to and rely on to help us through the tough times.

The House has been our home for three months now and we're still unsure when Theo will be well enough to be discharged, but we will be so sad to leave. Our children stay through the week and love all the staff! We feel like one big family. Theo is now 10 weeks old, weighing 3lb 4oz and is doing amazing.

There will never be enough words to thank Ronald McDonald House Charities UK for all the love and care we have received. The staff are simply heroes without capes.

Thank you from the bottom of our hearts.

Love,

The Devaney family

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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



Job Title: Senior House Assistant

Reports to: House Manager

Location: Ronald McDonald House Arrowe Park
Wirral Women's and Children's Hospital
Arrowe Park
Wirral
CH49 5PE

Contract: Permanent, part-time: 28 hours per week.

Job Purpose:

As a Senior House Assistant you will assist the Manager with the day-to-day running of our seven-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 all Ronald McDonald House Charities UK Policies.

Key Responsibilities

- Coach and lead a team of House Assistants to balance the challenge of communal living and creating a supportive home from home environment
- Work with the House team to allocate rooms and standardise family introductions to the House
- Coordinate administration and operational duties within the team
- To establishing and develop valuable donor relationships, ensuring all fundraising opportunities are explored and passed on appropriately
- To work to an agreed budget and understand the importance of maintaining tight controls within the House
- Understand and follows policies and procedures for the House's key control system
- Oversee full and proper use of database systems
- Manage the House team schedule
- Be involved in House events and activities
- Out of hours emergency point of contact



**Ronald McDonald
House Charities™**
United Kingdom

Person Specification:

Experience and Skills

- Strong interest in supporting families through extremely difficult times
- Plan, schedule and prioritise work 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

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 Ronald McDonald House Charities UK

Summary of Benefits Package



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

Pay	£23,000 per annum (Pro-rata for part-time)
Hours of Work	28 hours per week. Shift work between the hours of 7am and 9pm, Monday - Sunday. There will be an expectation to work <u>weekends</u> .
Holiday	36 days (including Bank Holidays) increasing by two days after three years' service (Pro-rata for part-time).
Employee Discount Scheme	You will have access to a discount 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 stores.
Private Healthcare	We give all staff, their spouse or civil partner and any dependent children up to the age of 25 free membership of a private medical care scheme.
Pension Scheme	RMHC UK offers a Stakeholder Pension Plan to all salaried employees. This pension plan includes a minimum of cover of 1x annual salary life assurance.
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: Wednesday 13 October 2021

Applications should be sent to:

Katy Knight, House Manager via
RMHC.Recruitment@uk.mcd.com

The closing date for applications is midnight on
Wednesday 13 October 2021

Please enclose:

- A completed application form
- A CV
- A cover letter

All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted for an interview.

Interviews will be conducted by Katy Knight (House Manager) and Mike Fairley (Operations Consultant).