

Housekeeper



Ronald McDonald
House Charities™
United Kingdom

Keeping families close™

Ronald McDonald House Cardiff

Candidate Information Pack



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Eden-Olive'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.

33 After various tests, it was apparent that Eden had contracted a rare condition (1 in 4,500) called Oesophageal Atresia, a condition that couldn't be confirmed until after her birth.

On 12 September, Michelle was taken in for an emergency C-Section. Eden-Olive was born five weeks prematurely, weighing only 3lb 8oz. Doctors began testing the newborn immediately and confirmed she was suffering with Oesophageal Atresia and Tracheoesophageal Fistula, a diagnosis that meant her oesophagus and stomach weren't connected. Consequently, being fed would cause her to choke and turn blue, needing resuscitation.

Shortly after Eden was born, Michelle and Wes received news that no family want to hear – that their newborn daughter would require life-saving surgery.



Unfortunately, news had not been much better during Michelle's pregnancy. During her 20-week scan, doctors had concerns about Eden's heart and liver and a few weeks later they discovered Eden had contracted a rare condition called Absent Ductus Venosus, which meant that the blood supply was bypassing the liver and heading straight for Eden's heart.

At only two days old, Michelle and Wes watched their baby girl head into life-saving surgery. Eden fought her way through the surgery. Afterwards, she was indefinitely hospitalised and began the long journey of recuperation.

Both Michelle and Wes were so grateful for the comfort and support the Ronald McDonald House Cardiff provided during the most difficult and troubling first ten months of Eden's life. For them, it became like a second home, with supportive and sensitive staff who were always aware of their situation. Being able to live so close to Eden meant that they could focus on her health and not worry about how they would get to the hospital, what hotel they would stay in or how much it would cost.

Michelle and Wes found ease in being able to speak to the other parents going through similar experiences and taking part in activities run by staff to make life normal and fun in the House. They especially enjoyed the Parents' Pamper Evening. The House spirit and atmosphere brought the family closer together and having a family room meant that Eden's nine-year-old brother, Jesse, could come and visit her!

Despite the complications during her recovery, we are pleased to say that after 318 nights in our Cardiff House, Wes, Michelle and ten month old Eden-Olive left us on 29 July to begin their family life back in Barry, Wales. They have left the House with friends for life, a stronger family bond and just in time to celebrate Eden's first birthday!



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.

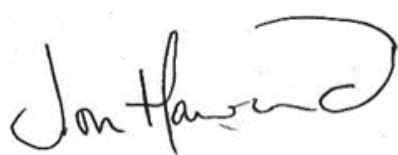
Our 30-bedroom house in Cardiff supports families with children in the Noah's Ark Hospital at the University of Wales. The House is situated on the site of University Hospital Wales, just across the road from Noah's Ark Hospital, keeping families close to their children. In 2019 the House supported over 600 families with sick children.

Working with your House team and reporting to your Deputy 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

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:	Housekeeper
Reports to:	Deputy House Manager
Location:	Ronald McDonald House Cardiff Heath Park Way Cardiff CF14 4AY
Contract:	Permanent, full time (35 hours) but part time will also considered

Job Purpose:

As a Housekeeper you will ensure high standards of Health and Safety, hygiene and general wellbeing of families are maintained throughout the House. You will be required to maintain high standards of cleanliness, organisation and maintenance, prepare family rooms and implement Ronald McDonald House Charities UK policies

Key Responsibilities

- Maintain a clean, tidy and safe environment in the House
- Comply with Covid-19 specific cleaning guidelines and procedures in the House
- Promptly clean rooms to a high standard ready for families to be accommodated
- Deliver a high level of service for families and external visitors to the House
- Ensure maintenance of House equipment
- Report or fix any maintenance opportunities in a timely manner
- Manage time and tasks effectively
- Assist and support House volunteers
- Good awareness of other roles within the House team and Charity



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Experience and Skills

- Previous experience of working in housekeeping, hospitality, maintenance or domestic or commercial cleaning role
- Strong interest in working to support families in need
- Ability to prioritise workload effectively
- Willingness to learn, improve and develop housekeeping skills
- Excellent interpersonal skills, customer focused with the ability to show empathy, tact and diplomacy
- A keen eye for detail and commitment in maintaining a high standard of work
- Fluent written and spoken English

Values

- Respects an inclusive workplace and works diplomatically with a variety of different people
- Shows cultural and interpersonal sensitivity, working well within a team

Summary of Benefits Package



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

Pay	£9.00 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
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: Sunday 18 July 2021

Applications should be sent to:

Deputy House Manager, Fred Jones via
rmhc.recruitment@uk.mcd.com

The closing date for applications is midnight on
Sunday 18 July 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 interview.

Interviews will be conducted by Fred Jones (Deputy House Manager) and a member of the Cardiff House team 21 July 2021.