

House Assistant



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 close to their child in a hospital far from home, by providing free 'home away from home' accommodation minutes away from their child's bedside.



After various tests, it was apparent that Eden had contracted a rare condition (one 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 new-born 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 baby 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 just two days old, Michelle and Wes watched their baby girl head into surgery. Eden fought through but, she was indefinitely hospitalised and began the long journey of recuperation.

Both Michelle and Wes were so grateful for the comfort and support that 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, were able 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 Children's Hospital. The House is situated directly outside the Hospital, keeping families close to their children. In 2019 the House supported 664 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 relational individual who is proactive and can plan and prioritise work effectively.

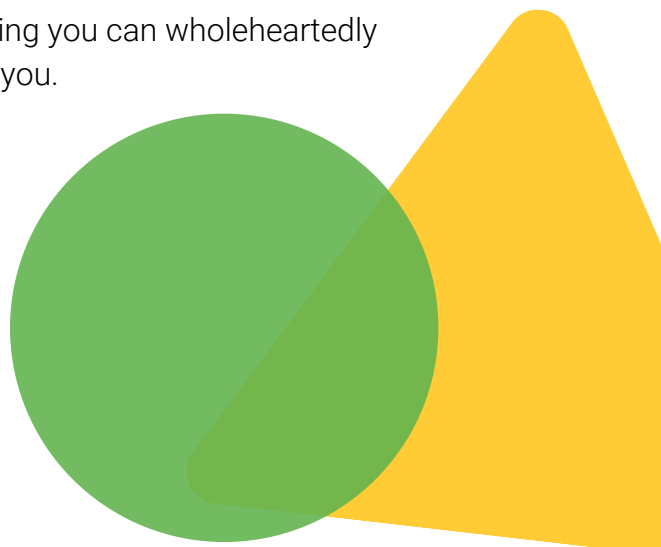
The Job Description and Person Specification will tell you about the role itself and detail the kind of person we are looking for. Our website (www.rmhc.org.uk) will tell you more about the great work we do and the difference we make to the lives of families with sick children.

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; there are currently 15 Ronald McDonald Houses here in the UK, 12 of which form the RMHC UK Estate.



RMHC UK: Who are we?

Our Supporters

McDonald's played an integral role in helping us raise money to build the very first House in the USA; here in the UK we have been McDonald's charity of choice since 1989.

The biggest gift that McDonald's and their franchisees have given us is the opportunity to place our collection boxes in their restaurants across the UK.

McDonald's crew and franchisees take part in regular events and fundraising activities in restaurants to support the Charity and is our largest stream of income generation. McDonald's also provide us with desk space at their Regional Offices, use of their resources, office support functions and benefits for our employees.

We also receive support and donations from their suppliers which include Coca-Cola, Martin Brower, Leo Burnett, The Marketing Store, Veolia and Linney Group to name a few. Telstra (telecommunications) supported the Charity through sports events, cooking family dinners in our Houses and helping make our Houses a home.

J.P Morgan chose to support our Charity for their annual Volunteer Week; one of their teams created cardboard cars for our families to enjoy a drive-through cinema.

Royal Bank of Canada has made significant contributions across the Charity; from selecting us as one of the charities to benefit from their annual Trade for the Kids, giving rooms a fresh lick of paint, to cooking meals for families.



Job Description and Person Specification



Job Title: House Assistant
Reports to: Deputy House Manager
Location: Ronald McDonald House Cardiff
Heath Park Way
Cardiff
CF14 4AY
Contract: Part time - 21 hours a week

Job Purpose:

As a House Assistant you will assist the Manager with the day-to-day running of our 30-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 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 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

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	£11 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 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 21 November 2021

Applications should be sent to:

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

If you would like to talk about the role before applying, please
call: 07783 780821

The closing date for applications is midnight on
Sunday 21 November 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 held Thursday 25 November 2021.

Interviews will be conducted by Fred Jones and a member of the Cardiff House Team.