



Organization: Ronald McDonald House Toronto Family Room

Location: 555 University Ave., Toronto, ON M5G 1X8 (Atrium) & 175 Elizabeth St., Toronto, ON M5G 0C7 (Patient Support Centre)

Position Type: Volunteer

Commitment: Weekly shift for a minimum of 6 months

Shift Options: The Family Room operates seven days a week from **9:00 a.m. to 9:00 p.m.**

Volunteer shifts are scheduled in **three-hour increments** throughout the day.

Available shifts vary based on current scheduling needs, and volunteers may select from open shifts that best align with their availability.

About Us:

Ronald McDonald House Toronto offers a supportive and nurturing environment for families with seriously ill children undergoing treatment. We operate a House for 81 families in downtown Toronto and eight Family Rooms in hospitals across the Greater Toronto Area and in Sudbury. Our mission is to provide a sense of normalcy for families during challenging times by offering a range of programs and services.

Purpose:

Join us as a **Family Room Volunteer at SickKids**, where you will help create a welcoming and comforting space for families to rest, recharge, and remain close to their child during treatment. This role provides a meaningful opportunity to support caregivers and families during a challenging time while contributing to a warm, respectful, and family-centred hospital environment.

Please note that the Family Room is a nonclinical space supporting caregivers. This role does not involve providing medical care or direct support to the child receiving treatment.

What You'll Do:

As a Family Room Volunteer, you will help create a welcoming and supportive environment for families. Responsibilities include:

- Welcoming families, guests, and visitors with warmth, compassion, and professionalism.

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- Providing excellent customer service and responding to questions within the scope of the volunteer role.
- Helping families become familiar with the Family Room space, services, and available amenities.
- Assisting with operational tasks to support the smooth running of the Family Room.
 - Restocking supplies and organizing materials as needed.
 - Helping maintain a clean, tidy, and welcoming environment.
- Following hospital procedures, safety requirements, and organizational guidelines.
- Maintaining confidentiality and responding to sensitive situations with care and discretion.
- Collaborating respectfully with the Family Room Coordinator, hospital staff, and fellow volunteers.

Skills & Qualifications

We are looking for volunteers who bring compassion, reliability, and a welcoming presence:

- Compassionate, empathetic, and comfortable supporting families during challenging circumstances.
- Strong interpersonal, communication, and active listening skills.
- A warm, friendly, and professional approach to customer service.
- Ability to maintain confidentiality and handle sensitive situations appropriately.
- Reliable, responsible, and committed to providing consistent support.
- Able to take initiative and complete tasks independently.
- Able to work collaboratively as part of a team.
- Comfortable maintaining a clean and organized environment.
- Previous customer service, administrative, reception, hospitality, or healthcare-related experience is considered an asset.

Requirements:

- **Age Requirement:** Volunteers must be 18 years of age or older, as per organizational policy.
- **Availability:** Able to commit to a regular weekly shift for a minimum of 6 months.
- **Interview:** Successful completion of a virtual interview with the hiring team.
- **Background Check Screening:** All volunteers are required to complete a police background check and satisfactory reference check.



- **Health Screening and Immunizations:** As this role is based within a hospital, Family Room volunteers are also required to complete additional health screening and immunization requirements mandated by the hospital.
- *Volunteers do not need to have all required immunizations completed at the time of application. Those who are willing to complete any outstanding requirements will receive further instructions during the onboarding process.
- **Please note that completing the required health checks may involve multiple visits to a healthcare provider. Any associated costs, including appointment fees or required immunizations, are the responsibility of the volunteer.
- **Hospital Orientation:** Attendance at the required hospital orientation.
- **Orientation & Training:** Attendance at a Ronald McDonald House Toronto volunteer orientation and completion of all required training modules prior to the first shift.

How to Apply: Click here to fill out the [Online Volunteer Application Form](#).

For inquiries about the role or the application process, please contact:

- Volunteer Engagement Team
 - Phone: 416-977-0458 ext. 269
 - Email: volunteer@ronaldmcdonaldhousetoronto.ca



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