



Ronald McDonald House Newfoundland and Labrador Family Services Associate

Ronald McDonald House Newfoundland and Labrador is located in St. John's, near the Janeway Children's Health and Rehabilitation Centre. We provide accommodations and support to families with an ill or injured child who must travel to St. John's for medical care. Operated by a small staff team and supported by dedicated volunteers, we are seeking a **casual Family Services Associate** who would be scheduled a minimum of 16 hours per week during a combination of overnights, evenings, and weekends. The **ability to work weekday overnights is required**. This position will have the possibility for additional hours going forward.

Reporting to the Director of Family and Volunteer Services, the Family Services Associates' key responsibilities include:

- Smooth operation of the House during a combination of **overnights, evenings, and weekends**.
- Greeting guests when they arrive
- Managing the admission process
- Providing assistance and information to guests
- Controlling access to the House
- Administrative duties such as report preparation
- Providing direction for volunteers in the House
- Managing data in a computerized reservation system
- Be able to lift a minimum of 25 pounds. Be able to complete housekeeping physical requirements, such as mopping, laundry, and general cleaning

Qualifications: These positions are unique, a career with real meaning and a sense of purpose, which offers the satisfaction of 'making a difference' in the community. The ideal candidate will have experience in the not-for-profit sector, residential care, and/or hospitality industry.

Minimum requirements include:

- Graduation from High School
- Effective organizational and communication skills
- Ability to work independently and as part of a team
- Empathy with an ability to work with families in times of stress or crisis
- Proven reliability
- Experience in a similar role/position
- Training or work experience in customer service or the hospitality industry

Compensation: We offer training and a competitive salary package with \$20.50 per hour. Send cover letter and resume in confidence to careers@ronaldmcdonaldhousenl.ca. Applications should be received by **5:00 pm on June 25, 2026**. We thank all applicants for their interest. Only those persons to be interviewed will be contacted. Ronald McDonald House Newfoundland and Labrador is committed to inclusive and equitable hiring practices and encourages applications from all qualified candidates.