



**Ronald
McDonald
House®**

Newfoundland
& Labrador

Family Services Assistant

Ronald McDonald House Newfoundland and Labrador is located at 150 Clinch Crescent in St. John's near the Janeway Children's Hospital. Ronald McDonald House offers programs and accommodations to ill or injured children and their families who must travel to St. John's for medical reasons. Operated by a small staff and supported by dedicated volunteers, we now seek the services of a **Full-Time Family Services Assistant**, scheduled for 37.5 hours per week, typically during the weekdays.

Our family services front desk is a busy place that catches all family questions and assists all staff with necessary tasks throughout the day. This position is unique with real meaning and a sense of purpose, with the satisfaction of making a difference in the community. This position plays a key part in delivering the programs and services to ill or injured children and their families at Ronald McDonald House 24 hours a day, 365 days of the year.

Reporting to the Director of Family and Volunteer Services, the Family Services Assistant's key responsibilities would include:

- Welcome and assist guest families by providing information and helping locate resources for everyday needs
- Receive and direct visitors and guests, serving as the face of hospitality for the House
- Answer, screen, and transfer inbound phone calls while maintaining confidentiality
- Conduct daily health screenings and update required records
- Accept and manage deliveries
- Organize volunteer schedules and act as a resource for Family Services volunteers
- Provide general administrative support and office duties
- Support the broader team as required to ensure smooth daily operations

Qualifications: The ideal candidate will have experience in the administration or hospitality industry, along with the following:

- Experience in an office, hospitality, or customer service environment
- Knowledge of administrative procedures and systems
- Strong organizational skills
- Proficiency with Microsoft Office
- Understanding of basic office management practices

Superior Skills required in these areas:

- Exceptional attention to detail and a collaborative approach to problem-solving
- Strong team-building and relationship-building skills
- Ability to work compassionately with families experiencing stress or crisis
- A polished, positive, and professional demeanor at all times
- Commitment to working cooperatively with staff, volunteers, families, donors, and the public
- Excellent written and verbal communication skills
- Strong interpersonal skills, maturity, and composure
- Exceptional attention to detail and a collaborative approach to problem-solving

Compensation: Ronald McDonald House NL welcomes the unique contributions that candidates can bring in terms of diverse backgrounds and lived experiences and encourages applications that represent the communities and the families we serve. Salary is \$19.00 per hour. We offer training and a benefit package. Send cover letter in confidence to careers@ronaldmcdonaldhousenl.ca. Applications will be accepted until March 9, 2026, at 12 pm and will be reviewed as they are received. Interviews may be scheduled throughout the posting period, and early submission is encouraged. We thank all applicants for their interest. **Only those persons to be interviewed will be contacted.**