



## House Volunteer

### RMH Houston at Children's Memorial Hermann Hospital

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#### ORGANIZATIONAL MISSION

Ronald McDonald House Houston (RMH Houston) offers a *home away from home* providing care, compassion, and hope to families with seriously ill children being treated in Texas Medical Center member institutions.

#### ROLE PURPOSE

The Children's Memorial Hermann Hospital (CMHH) House Volunteer maintains the RMH Houston inside CMHH and provides compassionate support to families who have children in the Neonatal Intensive Care, Pediatric Intensive Care, and Pediatric Heart Intensive Care Units of CMHH.

#### LOCATION

Ronald McDonald House Houston, Children's Memorial Hermann Hospital, 6411 Fannin St., Houston, TX 77030

#### SCHEDULE

Shifts are three hours, two times per month for six months to one year. Shift times are seven days a week, 9 am - 12 pm, 12 pm - 3 pm, 3 pm - 6 pm, and 6 pm - 9 pm.

#### RESPONSIBILITIES

Duties will vary depending on the needs of the House during each shift but may include:

- Cleaning and stocking house lounges
- Preparing guest rooms for overnight guests and nappers
- Registering, providing orientation, and giving tours to guests
- Informing families of the House policies and enforcing when needed
- Baking and serving cookies to families
- Assisting with delivery drop-offs
- Preparing linen packets
- Assisting House Manager with light administrative duties

## QUALIFICATIONS

- Ability to comply with Children's Memorial Hermann Hospital HIPPA policies
- Ability to take instruction and direction from the RMH Houston House Manager
- Ability to perform organizational and housekeeping tasks
- Strong communication skills
- Strong physical, mental, and emotional health
- Empathetic and caring nature, has a genuine interest in helping patients' families
- Outgoing, dependable, a good listener, and detail-oriented
- Ability to interact comfortably with families of seriously ill children
- Ability to relate to families of various ages and cultural backgrounds

## REQUIREMENTS

- At least 18 years old
- Successful completion of background check
- Provide proof of immunization or antibodies for the following:
  - Full COVID vaccination (boosters not required)
  - Flu Vaccine (only required during flu season – September – March)
  - Hepatitis B (two doses)
  - Varicella
  - Mumps, Measles, Rubella
  - Diphtheria, Tetanus, and Pertussis (within 10 years)
  - A negative TB test taken and read at CMHH (within the last 3 months)

*It is beneficial to have complete records before interviewing as not having them will delay onboarding.*

## PHYSICAL DEMANDS

Must be met to perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to regularly walk all four floors of Ronald McDonald House facilities in CMHH
- Able to stand for long periods of time, bend, sit and stand, and reach over head
- Able to push a lightweight cart and lift up to ten pounds

## EDUCATIONAL BENEFITS

- Experience working directly with families in the Texas Medical Center
- Experience interacting compassionately with families in healthcare crisis
- Increase familiarity with hospitals and hospital staff roles
- Experience in inventory management
- Learn food safety guidelines for settings with immune-compromised patients
- Letter of Recommendation and Volunteer Hour record available upon completion

## APPLICATION SUBMISSION

Create a Volunteer Hub account at [Ronald McDonald House Houston \(volunteerhub.com\)](https://volunteerhub.com), select **individual volunteer**, and complete the application.

*After reviewing your completed application, our staff will contact you to discuss the next steps.*