



Keeping families close®

House Volunteer

RMH Houston at Texas Children's Hospital

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

RMH Houston inside Texas Children's Hospital (TCH) offers volunteer positions in both the House (for overnight stays and naps) and family lounges (providing snacks and other resources). The TCH House and Lounge Volunteers maintain the RMH Houston in TCH and provide compassionate support for those who have children in the Neonatal Intensive Care, Cardiovascular Intensive Care, and Pediatric Intensive Care Units of TCH.

LOCATION

Ronald McDonald House Houston, Texas Children's Hospital, 6621 Fannin St. A4485, 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:

HOUSE VOLUNTEER

- 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
- Preparing linen packets
- Assisting House Manager with light administrative duties

FAMILY LOUNGE VOLUNTEER

- Cleaning and stocking house lounges
- Informing families of the House policies and enforcing when needed
- Assisting with delivery drop-offs

QUALIFICATIONS

- Ability to comply with Texas Children's Hospital 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 patient's families
- Outgoing, dependable, 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
- TCH Health Clearance
- Provide proof of immunization for the following:
 - COVID vaccination Card **plus** booster
 - Flu Vaccine (only required during flu season – September – March)
 - MMR (2 shots)
 - Varicella (2 shots)
 - (TDAP) – Tetanus, Diphtheria, & Pertussis (within 10 years)
 - TB Test Results: *If you do not have TB test handy, we can help free of charge!*

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 long distances (up to four miles in the hospital),
- 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 25 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.