



Keeping families close®

Welcome Desk Volunteer Holcombe House

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 Welcome Desk Volunteer creates a warm, hospitable environment for our families by ensuring they are cared for during their stay. By providing families with the physical items they need for a comfortable stay and providing a listening ear, we help families feel welcomed, known, and supported. Welcome Desk Volunteers help lower the stress of parents and family members in a time when support is needed the most and create a hopeful and secure environment in our *home away from home*.

LOCATION

Ronald McDonald House Houston, Holcombe House, 1907 Holcombe Blvd, 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:

- Monitoring the door to ensure safety of the families
- Greeting families and guests
- Answering phones and transferring calls to appropriate staff
- Assisting guests and groups with registration
- Restocking coffee bar and making coffee in the community kitchen area
- Assisting with logging and storing package deliveries
- Ensuring community room and dining area are clean and tidy
- Helping families find materials and utilize resources in family kitchen areas
- Giving tours to donors and family activity volunteer groups
- Assisting family members with loading and unloading belongings from their cars
- Ensuring welcome desk area is clean and organized

QUALIFICATIONS

- Ability to relate to families and children of various ages and cultural backgrounds
- Ability to comfortably engage with patients and families of seriously ill children
- Self-starter who takes initiative and can work independently
- Collaborative team-player excited to join a small, hard-working team
- Excellent organizational skills
- Good listener who is receptive to feedback, coaching, and experimentation
- Empathetic and compassionate

REQUIREMENTS

- At least 18 years old
- Complete a background check.
- Complete general orientation and specific role training.
- Not required but very beneficial: fluency in Spanish or other language

PHYSICAL DEMANDS

The physical demands described here must be met by a volunteer to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to regularly walk long distances, sit and stand, reach with arms and hands, speak, and hear
- Able to lift up to 25 pounds
- Good vision up close and at a distance, good depth perception

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.