



## HOUSE/FAMILY LOUNGE VOLUNTEER RMHC-GH at Texas Children's Hospital

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### ORGANIZATIONAL MISSION

Ronald McDonald House Charities Greater Houston (RMHC-GH) 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.

### LOCATION

RMHC-GH at Texas Children's Hospital (TCH): 6621 Fannin St., Houston, TX 77030

### SCHEDULE

Shifts are three hours long, two times per month. Shift times are seven days a week:  
9 am-12 pm, 12 pm-3 pm, 3 pm-6 pm, and 6pm - 9pm.

### SUPERVISOR

RMHC-GH TCH Programs Manager

### VOLUNTEER ROLE PURPOSE

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

### 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 RMHC-GH 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
- Complete general orientation and specific role training
- TCH Health Clearance
- Provide proof of immunization for the following:
  - Flu Vaccine (only required during flu season: September – March)
  - MMR (2 shots)
  - Varicella (2 shots)
  - (TDAP) – Tetanus, Diphtheria, & Pertussis (within 10 years)
  - Negative TB Test (within the last 12 months)
  - *It is beneficial to have complete records before interviewing as not having them will delay onboarding.*

#### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that 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 (up to four miles in the hospital).
- Able to stand for long periods of time.
- Able to push a lightweight cart and lift up to 25 pounds.
- Good vision including close, distance, peripheral, and depth perception.

#### **APPLICATION SUBMISSION**

Complete a volunteer application online by visiting [rmhhouston.volunteerhub.com](http://rmhhouston.volunteerhub.com) or visit our website at [rmhchouston.org](http://rmhchouston.org) to learn about more volunteer opportunities.