



HOUSE VOLUNTEER

RMHC-GH at Children's Memorial Hermann Hospital

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 Children's Memorial Hermann Hospital: 6411 Fannin St., Houston, TX 77030

SCHEDULE

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

SUPERVISOR

RMHC-GH CMHH House Manager

VOLUNTEER ROLE PURPOSE

The Children's Memorial Hermann Hospital (CMHH) House Volunteer maintains the RMHC-GH 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.

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
- Complete general orientation and specific role training
- Provide proof of immunization for the following:
 - Flu Vaccine (only required during flu season: September – March)
 - Hepatitis B (two doses)
 - Varicella
 - Mumps, Measles, Rubella
 - Diphtheria, Tetanus, and Pertussis (within 10 years)
 - Negative TB test (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 long distances (up to 4 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 or visit our website at rmhchouston.org to learn about more volunteer opportunities.