

# House Assistant



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™

## Ronald McDonald House Manchester

### Candidate Information Pack



#### Contents:

- Message from our Executive Director
- Ronald McDonald House Charities UK - Who we are and what we do
- Information about the role
- Summary of benefits
- How to apply

# Tommy's Story

**Your support helps us to keep families near to their child in a hospital far from home, by providing free 'home away from home' accommodation minutes away from their child's bedside.**

66 Emily and Ethan started 2020 off with a bang, when their son Tommy Taylor was born at 29 weeks. During their five-month stay at Ronald McDonald House Manchester, the pair got their strength from a support network of parents, and by watching Tommy Taylor win the fight for his life.

"In the early hours of New Year's Day, our beautiful Tommy Taylor was born prematurely at 29 weeks, weighing just 2lb 13oz. It was discovered that our tiny little boy had a life-threatening condition known as Oesophageal Atresia, with a Tracheoesophageal Fistula that required urgent surgery. Following the repair, the surgeons discovered that Tommy had a grade three laryngeal cleft, this is an opening between the larynx, oesophagus and the trachea. However, as Tommy was too premature to attempt a repair, we had to pray that he remained stable to reach the target weight of 4kg. From this moment we knew our hospital stay would be lengthy.



When Tommy was transferred to St Mary's I remember being overwhelmed. With a traumatic birth, followed by the news that Tommy had an undiagnosed life-threatening condition, I felt on edge all the time. Nothing could have prepared us for it. It hit us like a ton of bricks, all we could do was sit next to his incubator, hold his hand and tell him how much we loved him. The fear of not knowing if your little one will survive is indescribable.

One of the nurses quickly put in a referral for us to stay at the Ronald McDonald House Manchester and we were given a room at the House a few days later. When we first arrived, we felt welcomed instantly. We had a tour of the House and got shown to our room. The staff took us under their wings and we always had someone to talk to when things became challenging. We were really grateful for the on-site location and only being less than a minute away from Tommy. This helped to ease our anxiety whilst also allowing us to have time to rest and reflect. We'd urge anyone who can fundraise, to do so, to keep these vital facilities available for other families who need it.

During our five-month stay, the country went into national lockdown, in response to the coronavirus pandemic. We had to isolate in the House to protect Tommy and all the other families. We spent months without being able to see our family. In this difficult time, the House remained positive and everyone became a big support bubble. The House was uplifting even in times when we missed our loved ones. I remember Mother's Day being difficult as it was my first as a Mummy, but also my first not being at home with my Mum. The staff really made this day a special day for us all, with a present and card for everyone.

Meeting other families in the House has had such a positive impact on us as a family, we have made life-long friendships and had the opportunity to be educated about other family's journeys. This was helpful when coming to terms with everything happening to Tommy, and knowing that he will have friends for life that he can relate to.



# Message from Jon Haward, Executive Director, Ronald McDonald House Charities UK

Hello,

Thank you for your interest in our current vacancy with Ronald McDonald House Charities UK (RMHC UK). Keeping families close is at the heart of everything we do; we build and run Houses that provide a 'home away from home' for families who have a sick child in hospital. To do this, we recognise the importance of having strong support in our House team. This is a diverse and highly rewarding role; you will ensure the highest standards of safety and hospitality to families and visitors and the day-to-day practices that give rise to the smooth running of the House.

Our sixty five bedroom House in Manchester supports families with children being treated in Royal Manchester Children's Hospital and St Mary's Neonatal Intensive Care Unit. The House is situated directly outside the Hospital, keeping families close to their children. In 2019 the House supported 865 families with sick children. Working with your House team and reporting to your Deputy House Manager, you will strive to create an excellent, safe and welcoming environment for our families to stay at such difficult times. The right candidate will be a motivated, committed and relational individual who is proactive and can plan and prioritise work effectively.

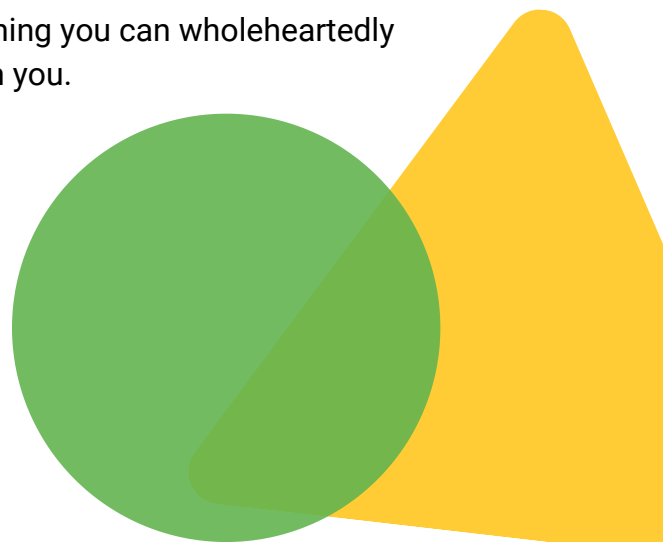
The Job Description and Person Specification will tell you about the role itself and detail the kind of person we are looking for. Our website ([www.rmhc.org.uk](http://www.rmhc.org.uk)) will tell you more about the great work we do and the difference we make to the lives of families with sick children.

If this opportunity excites you and RMHC UK is something you can wholeheartedly support, then I very much look forward to hearing from you.

Yours sincerely,



Jon Haward  
Executive Director  
Ronald McDonald House Charities UK



# RMHC UK: Who are we?

## Our History












Ronald McDonald House Charities was born out of the unlikely partnership of Dr Audrey Evans, an oncologist at the Children's Hospital of Philadelphia, McDonald's and the American Football team, the Philadelphia Eagles.

A player for the Philadelphia Eagles had a daughter suffering from leukaemia, which prompted the team to raise in excess of \$100,000 dollars to support the Hospital. Dr Evans and her team were extremely grateful and shared her need for another \$32,000 to fund the build of a House where families of the children in the Hospital could get proper rest, away from the ward.

McDonald's were using the Eagles players as part of an advertising campaign and offered to donate the proceeds from sales of their 'shamrock shake' to help build the House. They asked that the House be known as the Ronald McDonald House, and on 15 October 1974, the first Ronald McDonald House opened its doors in Philadelphia, USA. From this date, Ronald McDonald House Charities has spread across the world, forming new and independent branches in over 50 regions and countries.

In the UK, Ronald McDonald House Charities was established as an independent charity in 1989. Our Houses not only provide families with accommodation, but with a space where they can rest, cook and take time out from the Hospital, so they can continue to stay strong for their child. Children that require specialist medical care often have to travel long distances to receive treatment. Our Houses are located next to specialist children's Hospitals, and there are currently 11 Ronald McDonald Houses here in the UK.



|  |   |   |  |
|--|---|---|--|
|  <b>Camberwell</b><br>King's College Hospital London                                  |  <b>Tooting</b><br>St George's Hospital, London              |  <b>Moorfields</b><br>Moorfields Eye Hospital  |  <b>Oxford</b><br>Oxford Children's Hospital      |
|  <b>Arrowe Park</b><br>Arrowe Park Hospital   |  <b>Birmingham</b><br>Birmingham Children's Hospital         |  <b>Brighton</b><br>Royal Alexandra Children's Hospital<br>Trevor Mann Baby Unit, Brighton |  <b>Cardiff</b><br>Noah's Ark Children's Hospital |
|  <b>Manchester</b><br>Royal Manchester Children's Hospital<br>St Mary's Neonatal Unit |  <b>Evelina London</b><br>Evelina London Children's Hospital |  <b>Southampton</b><br>Southampton Children's Hospital Princess Anne Hospital              |  |



# RMHC UK: Who are we?

## Our Supporters

McDonald's played an integral role in helping us raise money to build the very first House in the USA; here in the UK we have been McDonald's Charity of choice since 1989.

The biggest gift that McDonald's and their franchisees have given us is the opportunity to place our collection boxes in their restaurants across the UK.

McDonald's crew and franchisees take part in regular events and fundraising activities in restaurants to support the Charity and is our largest stream of income generation. McDonald's also provide us with desk space at their Regional Offices, use of their resources, office support functions and benefits for our employees.

We also receive support and donations from their suppliers which include Coca-Cola, Martin Brower, Leo Burnett, The Marketing Store, Veolia and Linney Group to name a few.

Telstra (telecommunications) supported the Charity through sports events, cooking family dinners in our Houses and helping make our Houses a home.

J.P Morgan chose to support our Charity for their annual Volunteer Week; one of their teams created cardboard cars for our families to enjoy a drive-through cinema.

Royal Bank of Canada has made significant contributions across the Charity; from selecting us as one of the charities to benefit from their annual Trade for the Kids, giving rooms a fresh lick of paint, to cooking meals for families.



# Job Description and Person Specification



**Job Title:** House Assistant  
**Reports to:** Deputy House Manager  
**Location:** Ronald McDonald House Manchester  
Hathersage Road,  
Manchester,  
M13 0BH  
**Contract:** Permanent: 35 Hours per week

## Job Purpose:

As a House Assistant you will assist the Manager with the day-to-day running of our 65 bedroom House. In this Front of House role you will be first point of contact for our families and will provide a strong administrative support to the House team. You will work alongside other members of the House team to provide a supportive environment for resident families within a communal living setting which includes supervising House Activities and Events. You will also implement and follow-up all Ronald McDonald House Charities Policies.

## Key Responsibilities

- Assist with the day-to-day running of the House
- Provide strong administrative support to the House team i.e. manage and maintain database systems, complete mandatory records
- Provide a supportive environment for resident families within a communal living setting
- Deliver a high level of service to House residents and external visitors
- Complete daily operational tasks
- Manage the House referral process; liaising with Hospital wards and updating the daily unaccommodated family file and make decisions for room allocations
- Manage the turnaround of bedrooms to accommodate the next priority family
- Check families in and out and conducting House tours
- Assist and support House volunteers
- Organise, supervise and participate in House Activities and Events
- Implement and follow-up on all Ronald McDonald House Charities Policies



**Ronald McDonald  
House Charities™**  
United Kingdom

## **Person Specification:**

### **Experience and Skills**

- Strong interest in supporting families through extremely difficult times
- Ability to prioritise workload effectively
- Experience of delivering high quality customer service
- Experience of working in a communal living environment (preferred but not essential)
- Experience of using a database to record accurate information
- Previous experience working in housekeeping (preferred but not essential)

### **Skills and Abilities**

- Excellent verbal and written communication skills
- Ability to build and maintain relationships
- Good IT skills
- The ability to manage a wide range of activities, prioritise own workload, deal with conflicting demands and unforeseen circumstances
- Be able to show empathy while maintaining professional boundaries
- Demonstrates an understanding of and maintains the principles of confidentiality
- Ambitious, self-motivated and enthusiastic
- Ability and motivation to deliver high quality work with minimum supervision
- Works well under pressure

### **Values**

- Respects diversity and works diplomatically with a variety of different audiences
- Shows cultural and interpersonal sensitivity, working well within a team
- Promote the Vision, Mission and core values of RMHC UK

# Summary of Benefits Package



We are able to offer the successful applicant a highly competitive salary and benefits package.

|                                 |   |
|---------------------------------|---|
| <b>Pay</b>                      | £10.55 per hour   |
| <b>Hours of Work</b>            | Shift work between the hours of 7am and 9pm, Monday - Sunday. There will be an expectation to work <u>weekends</u> , and there may be times when we would ask you to cover annual leave etc.  |
| <b>Holiday</b>                  | Statutory entitlement 28 days (including Bank Holidays). Pro-rata for part-time equivalent.   |
| <b>Employee Discount Scheme</b> | You will have access to a discount scheme through Rewards Gateway; this includes discounts on some menu items from McDonald's Restaurants Limited and discounts from a wide variety of High Street and online retailers.  |
| <b>Service Awards</b>           | To celebrate major service anniversaries, we give all staff vouchers which can be used at a number of High Street and online retailers.   |
| <b>Private Healthcare</b>       | We give all staff free membership of a private medical care scheme after three years service.   |
| <b>Pension Scheme</b>           | RMHC UK will automatically enrol you into our NESTworkplace pension (there may be some exemptions).   |
| <b>Training and Development</b> | We aim to create a learning environment that enables all our employees to be proficient in their job and to feel that they make a valuable contribution to the Charity's overall achievement. You will be able to request time to train or to undertake accredited programmes leading to a qualification, or, for unaccredited training, request assistance to help you develop skills related to your job. |



# How To Apply

**Closing date: Sunday 14 February 2021**

**Applications should be sent to:**

Sally Cannon, Deputy House Manager:

Sally.Cannon@uk.mcd.com

The closing date for applications is midnight on  
**Sunday 14 February 2021.**

**Please enclose:**

- A completed application form
- A CV
- A cover letter

All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted for an interview to be held on Wednesday 24 February or Thursday 25 February 2021.

Interviews will be conducted by Sally Cannon, Deputy House Manager and Lisa Ramchurn, Senior House Assistant.