

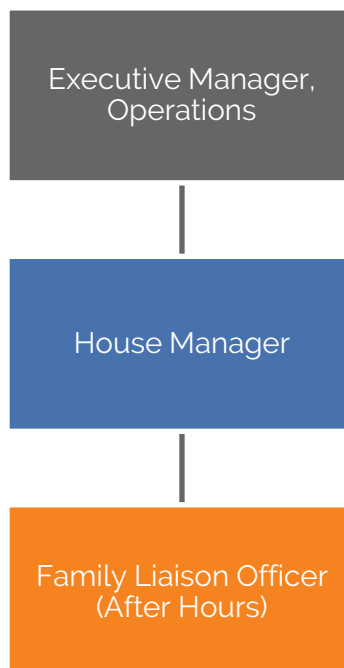
## Family Liaison Officer - After Hours

*Ronald McDonald House Charities believes that its people are an essential part of the Charity and value them and their contribution.*

This Success Profile adds to the overall value and success of the organisation by outlining the relevant 'ingredients' needed for exceptional performance in any given role. Ronald McDonald House Charities empowers its employees and employers through establishing clarity around expectations.

<b>Job Title:</b>	Family Liaison Officer - After Hours	<b>Reports to:</b>	House Manager
<b>Chapter:</b>	RMHC VIC & TAS	<b>Role Type:</b>	Officer
<b>Location:</b>	Ronald McDonald House Monash Ronald McDonald House North Fitzroy Ronald McDonald House Parkville	<b>Direct Reports:</b>	NIL

Relevant portion of the organisational structure:



## Position Purpose

The purpose of the Family Liaison Officer - After Hours is to provide overnight and weekend supervision of Ronald McDonald House; including providing support to families staying at the House, administration of late arrivals & early departures, security, risk management and emergencies.

Key Responsibilities / Tasks	Measured by
<b>Assisting families with general queries</b> , including responding to questions from families and assisting them to feel comfortable in the House	<ul style="list-style-type: none"> <li>Positive feedback from families on their experience of staying at Ronald McDonald House</li> <li>Family orientation and paperwork is completed on arrival, and departure procedures are followed</li> <li>The House is well presented and clean at all times</li> <li>Issues &amp; emergencies reported After Hours are dealt with in a timely and professional manner</li> <li>Adherence to operational guidelines and protocols</li> <li>Effectively utilising RMHC systems</li> <li>Contributes to risk mitigation activities associated with volunteers including the Child Protection framework compliance</li> <li>RMHC System policies &amp; procedures are followed</li> </ul>
<b>Liaise &amp; orientate</b> any families that may arrive after hours to the House	
<b>Liaise with Hospital staff</b> to allocate families to available rooms, after hours	
Ensure the House is <b>well presented and clean</b> at all times, performing cleaning & housekeeping duties regularly	
Completing any <b>administration &amp; departure procedures &amp; processes</b> required such as family induction paperwork, processing of family donations/fees and any other administration duties as required	
Providing <b>training and support to volunteers</b> in the House and ensuring they have a positive experience	
Completing any orientation and ongoing <b>learning and development</b> provided for the role	
Ensure <b>RMHC policies and practices</b> are implemented and adhered to	
Available, <b>on-call overnight</b> , when on site to support families and emergencies on site	
Ensure any <b>problems or emergencies are documented and reported</b> to the House Manager	
Contribute to <b>risk mitigation</b> including health & safety and child protection	

### Additional Requirements for this position:

- Availability to work after hours, both overnight and/or weekends
- Ability to work across multiple site locations
- Act as a Child Protection Officer in line with RMHC policies and practices
- Ability to work independently and unsupervised in a responsible role
- Other duties as required from time-to-time
- Current Driver's license
- Current State-based Working with Children Check (WWCC)

## Knowledge, Skills and Education

### Qualifications & Training

Desirable: Certificate or diploma in management, community service or related disciplines  
Level 2 First Aid, or willingness to complete

### Experience

Essential: Experience in a housekeeping/cleaning, customer service/hospitality, facilities management or similar position

Desirable: Experience in the Not-for-Profit sector

### Knowledge and Skills

Competency	Description	Behavioural Indicators for an Officer
<b>Family Focused</b>	Commitment to identify families needs and continually seek to provide the highest quality programs and services in meeting these needs.	<ul style="list-style-type: none"> <li>✓ Goes that 'extra mile' to support families</li> <li>✓ Looks for opportunities to improve experiences for families</li> <li>✓ Contributes to discussions that generate ideas for improvement in Program's &amp; Services</li> <li>✓ Persists when challenges &amp; difficulties arise</li> <li>✓ Presents a cheerful, positive manner with families</li> </ul>
<b>Leadership, decision making</b>	Leadership is working in a collaborative way to identify needed change, creating a vision to guide the change through inspiration, and executing the change in tandem with committed people within the Charity. Decision making is about forming sound, evidence-based judgements, making choices, assessing risks to delivery and taking accountability for outcomes & results.	<ul style="list-style-type: none"> <li>✓ Understands how their own and their teams work contributes to meeting organisational goals and objectives</li> <li>✓ Shows consideration for wider organisational implications of personal work</li> <li>✓ Seeks opportunities to develop, taking responsibility for own personal development plan</li> <li>✓ Seeks clarity on personal work objectives ensuring a good understanding of expectations</li> </ul>
<b>Communication</b>	The ability to be comfortable using a broad range of communication styles, and choose the most appropriate, effective way to communicate to different audiences in diverse situations.	<ul style="list-style-type: none"> <li>✓ Represents self positively within &amp; outside of the organisation</li> <li>✓ Speaks &amp; writes clearly and succinctly using appropriate language that is easy to understand</li> <li>✓ Considers target audience adapting style &amp; communication method accordingly</li> <li>✓ Communicates information as required, listens and shares ideas</li> <li>✓ Presents information or data that will have a strong effect on others</li> </ul>
<b>Relationships &amp; Collaboration</b>	Building collaborative relationships is the ability to develop, maintain, and strengthen partnerships with others inside and outside the organisation who can provide information, assistance, and support to help us achieve our Mission and Goals.	<ul style="list-style-type: none"> <li>✓ Builds rapport quickly with people at all levels &amp; backgrounds</li> <li>✓ Actively listens to others</li> <li>✓ Makes others feel comfortable and respected by being positive &amp; friendly</li> <li>✓ Takes a personal interest in others to develop relationships</li> <li>✓ Shows an interest in what others have to say; acknowledge their perspectives and ideas</li> </ul>

### Behavioural Expectations for all RMHC employees:

- To uphold the organisational values and culture through personal conduct, work performance and interactions with others
- Behaves with personal integrity and ethical standards and Demonstrates honesty, loyalty and commitment in regards to self and RMHC
- Optimises team effectiveness through cooperative behaviour with others and supporting the success of the RMHC team and RMHC System
- Understands and complies with child protection monitoring and reporting requirements
- Understands and complies with the RMHC safety culture & Safety Management Systems
- Takes reasonable care for the health and safety of themselves and others
- Reports hazards and incidents and participates in risk management as required

Values	Demonstrated behaviours
<b>We are committed to children and families.</b> <ul style="list-style-type: none"> <li>• We place seriously ill children and their families at the centre of everything we do.</li> <li>• Compassion is our core</li> <li>• We provide a safe, secure, warm and welcoming environment for families</li> <li>• We provide the highest level of continuity of care by treating families consistently across all of our programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Accept different family structures.</li> <li>• Operate within a nurturing culture.</li> <li>• Involve families in decisions and plans that could affect them.</li> <li>• Role model inclusive and team-focused behaviours.</li> <li>• Think about the organisation from the patient/family point of view.</li> </ul>
<b>We acknowledge and strive for diversity</b> <ul style="list-style-type: none"> <li>• We respect and value people of all cultures, religions and backgrounds.</li> <li>• We demonstrate and embrace cultural and identity awareness through training, induction, recruitment and engagement.</li> <li>• We acknowledge our traditional custodians of our lands</li> <li>• We seek advice and views from diverse groups when developing strategies.</li> </ul>	<ul style="list-style-type: none"> <li>• Select our people to best reflect the diverse range of people we serve.</li> <li>• Acknowledge and support the unique needs of Indigenous families.</li> <li>• Communicate in a way that demonstrates respect for differences.</li> <li>• Take global trends, cultural issues and geographic differences into account when developing strategies.</li> <li>• Value the views and opinions of key stakeholders.</li> </ul>
<b>We value our people</b> <ul style="list-style-type: none"> <li>• We acknowledge our people as valued assets.</li> <li>• We respect each other and value our differences.</li> <li>• We embrace a culture of wellbeing, life-long learning and professional growth</li> <li>• We are inclusive of all our people both internal and external to our Chapter.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in ongoing professional development opportunities.</li> <li>• Seek and respond to feedback using formal and informal evaluations.</li> <li>• Encourage a supportive and friendly team environment.</li> <li>• Involve others in decisions and plans that may affect them.</li> <li>• Promote the constructive resolution of conflict.</li> <li>• Foster and develop our people's unique capabilities.</li> <li>• Proactively manage progress and the performance of individuals/teams.</li> </ul>
<b>We value our partnerships</b> <ul style="list-style-type: none"> <li>• We acknowledge and appreciate our partners</li> <li>• We strive for excellence in managing partnership relationships</li> <li>• We collaborate and engage with our partners in the change process</li> <li>• We communicate the importance and value of our partnerships.</li> </ul>	<ul style="list-style-type: none"> <li>• Wherever possible seek alignment with McDonald's.</li> <li>• Utilise the leverage of the McDonald's association.</li> <li>• Communicate our organisational historical story whenever we can.</li> <li>• Value the representation from health, community and McDonald's on all our Boards.</li> <li>• Promote the Programs to the community and stakeholders.</li> <li>• Recognise and steward our donors and partners.</li> <li>• Value and contribute to RMHC Global.</li> </ul>

Values	Demonstrated behaviours
<b>We behave ethically with accountability and transparency</b> <ul style="list-style-type: none"> <li>We operate with the highest level of compliance with confidentiality and privacy laws, best practice and national standards (organisational and legal)</li> <li>We operate with honesty, accountability and transparency.</li> <li>We promote effective and collaborative communication</li> <li>We take immediate action to resolve complex issues or problems</li> </ul>	<ul style="list-style-type: none"> <li>Operate with transparent financial management</li> <li>Operate with a high level of trust.</li> <li>Work with the highest standards of compliance.</li> <li>Ensure access to relevant information as required.</li> <li>Ensure that the rights of the patient and their family are protected at all times.</li> <li>Operate with the highest standards of child safety.</li> <li>Work within the operating policy, procedures and standards as set.</li> <li>Adhere to the organisation's code of conduct</li> </ul>
<b>We value excellence</b> <ul style="list-style-type: none"> <li>We encourage feedback and proactively evaluate our services to identify areas for program and facility improvement</li> <li>We continually seek opportunities to collaborate, extending our reach.</li> <li>We are open-minded and embrace change</li> <li>Innovation is encouraged and fostered.</li> </ul>	<ul style="list-style-type: none"> <li>We provide feedback and continuously seek feedback</li> <li>Accept all families regardless of personal values, beliefs and attitudes.</li> <li>Operate with honesty, fairness, transparency and with the best interests of others.</li> </ul>

**This Success Profile is agreed by** *(please sign):*

**Manager:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Position Holder:** \_\_\_\_\_

**Date:** \_\_\_\_\_