

**Purpose:** Ronald McDonald House Charities of Chicagoland & Northwest Indiana (RMHC-CNI) provides housing, support and community so families with sick children can stay together. Team Volunteers are integral to this work by helping with the day-to-day operations of our Houses and Family Rooms. No two days as a Team Volunteer are alike, and these flexible, passionate individuals handle a variety of tasks to ensure our locations run smoothly for the families we serve.

**Locations** (volunteers select the location(s) at which they choose to be involved):

1. RMFR inside Edward Hospital: 801 S. Washington Street, Naperville, IL 60540
2. RMH inside Northwestern Prentice Hospital: 250 E Superior St, Chicago, IL 60611
3. RMH near Advocate Children's Hospital: 4410 W. 93<sup>rd</sup> St., Oak Lawn, IL 60453
4. RMH near Northwestern Medicine Central DuPage Hospital: ON150 Winfield Rd., Winfield, IL 60190
5. RMH near Loyola University Medical Center: 1 Airmail Rd., Hines, IL 60141
6. RMH near Lurie Children's: 211 E. Grand Ave., Chicago, IL 60611
7. RMH near UChicago Medicine Comer Children's Hospital: 5444 S. Drexel Ave., Chicago, IL 60615
8. RMFR inside Advocate Children's Hospital: 1675 Dempster St, Park Ridge, IL 60068

### Key Responsibilities:

- Interact professionally with guests, other volunteers, donors, visitors and staff.
- Complete simple household tasks to maintain a clean and functional space. Responsibilities vary widely but may include: cleaning, doing laundry, and changing light bulbs, as well as restocking or organizing common spaces, kitchens and storage areas.
- Work at the front desk to welcome and assist guests, accept donations, help with administrative projects and answer the phone.
- Give tours to volunteer groups, families and other visitors.
- Help families by preparing guest rooms for their arrival, answering basic questions and directing them throughout the House or Family Room.
- Assist with the preparation for and/or cleanup of varied services, such as meals and activities.
- Remain flexible and willing to complete wide-ranging tasks to meet current needs.
- Additional responsibilities for multilingual Team Volunteers:
  - Ensure the needs of multilingual guest families are met by engaging with them prior to their arrival to an RMHC-CNI location, during the House/Family Room check-in process, throughout their stay, and during check-out.
  - Assist with translating House/Family Room documents, announcements, and signage as needed.

### Qualifications:

- Fully vaccinated against COVID-19 and able/willing to show proof of vaccination in order to participate at RMHC-CNI locations.
- Agreement with and alignment to all RMHC-CNI rules, policies and protocols, including our current, [post-COVID participation requirements](#).
- Must be at least 18 years of age.
- Ability to work professionally and collaboratively with other volunteers and RMHC-CNI staff.



## Team Volunteer

- Desire to create and maintain a caring and compassionate environment for guest families.
- Willingness to engage with and provide service to all families and visitors.
- Volunteers must be dependable, trustworthy, friendly and flexible.
- Must be capable of standing, squatting and carrying up to 35 pounds.
- Additional qualifications for multilingual Team Volunteers:
  - Oral and written fluency in a language/languages other than English.

### Time Commitment and Scheduling:

- Volunteers must commit to a minimum of two set, recurring shifts each month for at least one year (some locations require a weekly shift commitment).
- Team Volunteer shifts occur seven days a week, and are 3-4 hours long (location dependent).

### Training and Support:

- Volunteers must complete an orientation session, background check and on-site shadow shifts.
- Team Volunteers participating at in-hospital locations must also complete the hospital's full volunteer onboarding/screening processes.
- Team Volunteers report to RMHC-CNI staff at each location.

### Applying:

- Interested individuals can submit an online application via the RMHC-CNI website: <https://rmhccni.org/get-involved/individual-volunteer/>.

### RMHC-CNI Contact:

- Contact Melanie Keen, Manager of Community Engagement, at [mkeen@rmhccni.org](mailto:mkeen@rmhccni.org).