

Family Support Worker (Relief Manager):

****This is a Student Summer Position- 1 Available**

- ✚ **Student must be available to work most afternoons/evenings & weekends. Day shifts will occur when covering the Executive Directors vacation days. Student must also be available from May until Labour Day weekend in September.**

Almost Home provides affordable accommodation for families of children receiving medical treatment in Kingston. Almost Home is a 24/7 operation. The Executive Director is usually in the office on weekdays between 7 am and 3 pm. The live-in Night Manager provides coverage between 10 pm and 7 am five nights a week. Relief Managers and casual staff cover the remainder of the shifts, including evenings, weekends, holidays and some overnight shifts.

Relief Managers are in charge of the house while on shift. They are responsible for:

- Checking in and checking out families (including accepting payment for rooms and issuing receipts)
- Familiarizing first time families with the house
- Taking room reservations and entering the patient's name in the "Who's Where" form
- Answering the phones, taking messages and forwarding calls to families
- Acceptance of payment and issuing of receipts for purchases of promotional items
- Being available for families to confide in and/or to answer their questions, and to assist them with reasonable requests.
- Responding to miscellaneous calls requesting information about the house, or, if unable to answer, making a note for the Executive Director to follow up.
- Keeping various administrative documents up to date (Registration Forms, Who's Where, People and Cars and keys cheat sheet, daily communication sheet, family file folders)
- Being familiar with the rules of the house and enforcing them as necessary
- Ensuring that the house is generally neat and tidy (i.e. cleaning and restocking guest rooms, completing laundry, tidying common areas as necessary, restocking washrooms if needed, etc.)
- Being prepared to do emergency clean-ups, if necessary (i.e. toilet overflows)
- Being familiar with the fire and emergency safety procedures, completing incident/ accident reports

Skill Requirements for Relief Managers:

- Reliable
- Dedicated
- Friendly
- Self-motivating
- Compassionate and sensitive to the needs of others
- Non-judgmental
- Able to work well independently as well as a contributing team member

Please send resume with cover letter to Laurie Morgan, Executive Director. lauriem@almosthome.on.ca

- ✚ **Please indicate in the subject line that you are applying for the Student Summer Position**