

About Our Organization

The Mark Preece Family House (MPFH) is a not-for-profit charitable organization providing a warm, comfortable, accessible, and affordable 'home away from home' for families of critical care patients being treated at a Hamilton hospital.

Job Summary

We are seeking a dedicated and organized **Family Service Coordinator** to join our team. In this role, you will be responsible for supporting the vision and goals of the MPFH by providing professional and caring family support services to guests staying at the House. The ideal candidate will be positive, empathetic, and have a passion for helping people.

Duties

- Process the intake of new and repeat families wishing to stay at the MPFH
- Provide tours and review all House policies and guidelines to new guests
- Provide compassionate, highly personalized guest service to families throughout their stay
- Serve as the primary point of contact for families, addressing inquiries and providing information on available services
- Respond promptly and effectively to any emergency that may arise
- Assist housekeeping staff by ensuring a high level of cleanliness in the House
- Provide clear, accurate and complete information regarding family situations, communicating key information to co-workers and supervisors
- Maintain accurate records of services provided, including but not limited to guest registration, donations and payments, and incident reports
- Provide resources to families for additional support services as needed

Experience

- Previous experience working in a non-profit setting is an asset
- Demonstrated ability to handle crisis situations in a calm manner
- Strong organizational and problem-solving skills with the ability to manage multiple tasks simultaneously

- Excellent communication skills, both verbal and written, to effectively interact with families and professionals
- Ability to work collaboratively in a team environment while also being self-motivated
- Proficiency in using computer software for documentation and communication purposes

Hours

- Hours may range from 15-60 hours monthly, evenings and weekends
- Flexibility to work occasional days is an asset
- Overnight (sleeping) shifts may be required

The position will start in December 2025. No phone calls please. Only those selected for an interview will be contacted.