



香港觀塘有信街 2 號
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RMHC HONG KONG House Manager (Kwun Tong House)

RMHC Hong Kong is a fast-growing organization looking for passionate talents to join. RMHC Hong Kong aims to create, find and support programs that directly impact the health and well-being of seriously sick children and their families that we have served for over 27 years while RMHC global has been serving worldwide for 50 years. We provide a 'home away from home' accommodation and 'family-centered care' services to ensure families stay close together while their child is undergoing hospital treatment.

To fulfil the rising demand for the unique services we provide, we are expanding from a 23-room Ronald McDonald House in Shatin, to a new and additional 66-room Ronald McDonald House in Kwun Tong. Having been the first chapter of the RMHC global network established in Asia in 1996, we are as committed as ever to providing shelter to those families confronted with the most difficult physical and psychological challenges with a child in serious sickness.

For more details, please visit www.rmhc.org.hk

Report to the Assistant House Director - Kwun Tong House, the House Manager plays an important role in the promotion of family centered care services through RMHC Hong Kong services and programs. This exciting job provides an opportunity for one with passion to get involved in a very meaningful workplace, as well as to extend one's full potential for career exposure and growth.

Key Responsibilities:

- Facilitate and maintain Family Centered Care and home-like atmosphere to service provider and the House.
- Ensure the proper functioning of the House and well-being of the families staying there by directing the resources available and managing the day-to-day operations.
- Responsible for the supervision, training, evaluation of the House Team members, as well as to schedule the manpower to make sure all shifts are covered at all hours in the House, including overnight, weekends and holidays.



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Key Responsibilities (Cont'd):

- Assist COO and Assistant House Director in determining new priorities, programs, services, and ways to deliver our services.
- Maintain good coordination and relationships with doctors and social workers from partner medical facilities on referral procedures, prioritization of cases, confirmation procedures and length of stay evaluation, etc.
- Work collaboratively with Development Team and Volunteer Program Team on fundraising events, PR functions and volunteer programs, as well as with Shatin House Team on operation and guest issues.
- Monitor the operating expenditure of the House. Strictly follow the budget and procurement policy for purchases and out-sourced services.
- Ensure all incidents and accidents are properly investigated, reported and followed-up. Conduct regular check up to ensure the service quality and effectiveness.
- Ensure all operating systems, i.e. CRM; Property Management System; access card; parking; laundry; security patrolling; interactive games; etc., are properly managed, and to maintain a complete, pertinent, and up-to-date database.
- Familiarized with all systems in the House, including but not limited to property management system, door lock system, fire system, security system, building management system, elevator, M&E facilities, etc.
- Oversee the repair and maintenance of the house building and facilities. Ensure that the House is at the standard of comfort as recommended by RMHC global standard.
- In-charge of house guest meetings as required and prepare reports of guest responses to COO
- Assist in developing budget as it pertains to House operations and prepare cost comparison for purchases according to existing procurement policy.
- Ensure all supplies and in-kind donations are properly cared for and used, so that wastage is minimized.
- Maintain a standardized inventory of furnishings and equipment, etc. and assists in supervising its replenishment.
- Participate in the House Operations Committee.



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Requirements:

- Degree holder in Hospitality/ Hotel Management, Social Work or related discipline. Experience in Residential Care Home and Rehabilitation services is preferred.
- Minimum 8 years post qualification experience in social services with at least 5 years in management position.
- Solid experience in crisis management, handling critical and emergency situation.
- Experience and knowledge in residential, housekeeping management, organizing events, facilities management or building management will be an advantage.
- Good people management skills, financial management skills and administration skills. Strong organizational and interpersonal skills.
- Strong leadership and project management, good team player, and ability to work independently and manage multiple projects in a fast-paced environment.
- Ability to deal with sensitive and confidential situations.
- Proficient in both English and Chinese, written and verbal. Ability of speaking Mandarin is an advantage.
- Hands on knowledge of MS Office applications.
- Able to work a flexible schedule, including weekend and public holidays when needed according to operations need.

Interested parties please send your CV with present and expected salary to us at admin@rmhc.org.hk