



**Ronald McDonald House Charities®  
of Jacksonville**

824 Children's Way, Jacksonville, FL 32207  
904 807-4663 tel 904 807-4770 fax

[www.RMHCJACKSONVILLE.org](http://www.RMHCJACKSONVILLE.org)

## Ronald McDonald House Charities of Jacksonville Program Services Internship Program

### **OUR MISSION**

Ronald McDonald House Charities of Jacksonville supports the health and well-being of children by providing lodging, meals, transportation and a community of care to critically ill children and their families who need to be near a hospital for treatment.

The goal of the RMH Internship Program is to provide a comprehensive work experience in every facet of Ronald McDonald House Jacksonville. At the end of their internship semester, a RMH intern will have experienced personal and professional growth that will enhance their entry into the work force.

### **ORIENTATION**

Interns will participate in Orientation sessions that will best prepare them to become an integral part of the Ronald McDonald House team.

An intern will feel comfortable in the Ronald McDonald House environment. They will receive an extensive House tour so that they are able to navigate our facility comfortably, as well as give tours to families and visitors. Other tours related to our medical partners include, but are not limited to:

- Wolfson Children's Hospital
- Nemours Children's Clinic
- University of Florida Proton Therapy Center

An Intern will learn what is required to be a professional in a non-profit environment. They will become familiar with the day to day operations that support our facility and the people it serves. This will include training and hands on participation in:

- Family and Guest Services
- House Warmer and Kitchen Operations
- Housekeeping
- Volunteer on-boarding, Training and Coordination
- Kid's Zone Learning Center Operations

An intern will be encouraged to explore and learn about other key areas of RMH. Some of these areas are:

- Marketing and Communications
- Development and Fundraising
- Administration and Operations Management
- Finance and Accounting
- Human Resources

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## **EXPERIENCES**

An intern will be immersed in a variety of day-to-day assignments that will strengthen their knowledge and experience in a non-profit facility environment. These include:

- Manage all aspects of Front Desk, answering medical provider calls, completing family referrals, accepting monetary and in-kind donations, welcoming and checking in new families to the House, checking out departing families.
- Assist in Kid Zone, a themed activity learning center for children staying at Ronald McDonald House.
- Assist in Wolfson Children's Hospital Family Room which supports in-patient families who may not be staying at Ronald McDonald House.
- Assist Family Services Manager or Family Room Supervisor with in-patient visits at Wolfson Children's Hospital.
- Assist Program Services Coordinator with preparation of birthday celebrations, lead daily aquarium activity with children, facilitate Family Meeting and Kid Zone activities with children, research future activity options.
- Conduct daily cleanliness and safety checks.
- Recognize photo opportunities for social media and family stories.
- Participate in assigned Intern Cohort Project.
- Attend and participate in bimonthly Family Services Meetings and Training.
- Support staff with preparation and participation in Fundraising Events.
- Support staff with preparation and participation in Donor Recognition Events.

Please send inquiries and applications to:

**Shelli Martin**  
**Program Services Manager**  
**Ronald McDonald House Jacksonville**  
**904-807-4668**  
**[smartin@rmhcjax.org](mailto:smartin@rmhcjax.org)**

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