



AT RMHC BAY AREA WE:

We provide an anchor of support for kids and families facing medical crisis. We are reliable, responsive, and compassionate problem solvers—ready to pivot on a dime, knowing no day will be the same. We show up ready to do our best, providing excellent customer service to families, partners, supporters, and each other.

We believe diversity and difference make us stronger. No child's medical journey is the same and having a sick kid impacts families from every walk of life. We are respectful of and learn from different backgrounds, cultures, and perspectives. We are proud to build a team and community that celebrates diversity and unites for a common cause.

We care about each other—and love to have fun. Our team is caring, present, welcoming, and playful. The joy and resiliency of the kids and families we serve keeps us grounded, grateful, and inspired. You'll often find us laughing, eating tacos, or sharing a tasty treat. We swap kudos and inspiring stories. We are intentional and relationship-oriented and push each other to grow and succeed.

We work hard and stay busy so families can lean on us. We are a team of family-centered, high-achieving do-gooders who love to work hard and stay busy. We always act in the best interest of our families and strive to do more—help more families, serve more hospitals, rally more support, reduce more burdens, create more moments of joy, and make an even bigger impact in people's lives.

We show up, when and where we're needed most. Families need our support 24/7, which means we take pride in being there for each other—covering shifts, stepping in unexpectedly, and being accessible to families and our teammates. We know we're part of something bigger, so we proudly say, "Yes!" when we're called to do extra and stretch beyond our comfort zones. We know this work is tough so we ask for help—and know our team will be there for us.

About Our Team Mantra

Led by our Organizational Culture Committee, a multi-level, cross-functional group of staff nominated by their peers and managers, the RMHC Bay Area Team Mantra was collaboratively developed in 2021 to promote a respectful and inclusive workplace, setting expectations about employee behavior, celebrated characteristics, and shared values.