

Ronald McDonald House Charities® of the Intermountain Area, Inc.
JOB DESCRIPTION

Title: Family Support Services Specialist
Current Employee: OPEN
Team: Programs
Location: RMHC / Salt Lake City, UT
Reports to: Family Support Services Manager
Classification: Full-time, Hourly, Non-exempt
Hours: **Weekdays in-person generally 9:00 am to 5:00 pm but may vary to accommodate guest family needs. To include some evenings and weekends. This role has the possibility of limited remote work.**
Compensation: \$28.40 - \$35.00, depending upon experience
Pay Grade: F

THE POSITION:

Job Description:

The Family Support Services Specialist is a part of the Family Support Services team that provides a bridge between healthcare and hospitality. The Family Support Services team works together to offer a continuum of supportive services to Ronald McDonald House (RMH) guest families to address a variety of needs including: active case management, encouragement and support for families, active listening and validation of families' challenges, de-escalation, crisis management intervention, resource information and facilitating access to those resources, as well as grief and bereavement support for both guest families and staff. Close collaboration with our RMH hospital and community agency partners is essential to providing a continuum of wrap-around, support services. The Family Support Services team employs a keen awareness of cultural and diversity factors, social determinants of health and trauma informed care to address challenges. RMH Family Support Services operates within a model of hospitality services that ensures a welcoming and inclusive guest experience.

This position will focus on the day-to-day management of direct caregiver support, in addition to working collaboratively with the Family Support Services Manager to provide stability for families who are far from home, lose their support system (families, friends, church, community, home) and need a place to root, to feel safe and understood.

PRIMARY DUTIES AND RESPONSIBILITIES:

Provide Family Centered Care to Support Accessing Care

- Serve as part of the Family Support Services Team. Work with Family Support Services Manager (LCSW) to complete a family's initial assessment and orientation. Upon identifying social determinants of health criteria, develop plan of care and provide supportive services during their stay
- Conduct regular, direct, compassionate outreach to guest families to identify needs and provide support and actively engage with guest families to understand their unique needs and perspectives. Use this feedback to inform the development of programs that promote inclusion and representation.
- Identify opportunities (mealtimes, activity gatherings) to develop relationships, rapport and a sense of community with guest families. Maintain a work schedule that allows for a variety of organic guest connections

- Collaborate with the Family Support Services Manager, Hospitality Manager, and Guest Services team to develop inclusive programming aimed at fostering a sense of belonging and representation among diverse community members. This includes creating initiatives that reflect the cultural, ethnic, and social diversity of the population served.
- Work closely with local organizations, cultural groups, and community partners to co-create programs that enhance community cohesion and inclusivity.
- Regularly assess the effectiveness of Family Support Services programs in promoting a sense of belonging and representation and increase a patient family's ability to access care and navigate their child's healthcare system.
- Collect data, prepare reports, and make recommendations for improvements.

Offer Collaborative Case Management

- Research and continuously update Family Support Services Resource Bank. Drawing on resources created by other agencies and non-profits, compile resources for families on a variety of topics: therapy/therapeutic support, housing, food, parking, transportation, education, language support, etc.
- Provide comprehensive case management services in collaboration with healthcare providers, community organizations, and other stakeholders to address social determinants of health such as housing, employment, education, and access to healthcare
- In collaboration with the Family Support Services Manager, conduct assessments to identify guest family needs, strengths, and barriers related to social determinants of health. Develop individualized care plans that address these factors to improve overall well-being during a family's stay at RMH
- Provide oversight and review of guest family background checks to ensure compliance with RMH stay criteria
- Work closely with an interdisciplinary team, including healthcare professionals and community service organizations, to create integrated care plans that address the holistic needs of guest families
- Educate guest families and their families about available resources and services that can help address social determinants of health. Conduct outreach activities to raise awareness and connect with underserved populations. Advocate for guest family's needs within various systems, including healthcare and social services. Empower guest families by providing support and guidance to navigate these systems effectively
- Ensure that all services are delivered in a culturally competent manner, respecting the diverse backgrounds and experiences of clients. Provide culturally sensitive support and resources
- Stay informed about best practices and emerging trends related to social determinants of health and case management. Participate in ongoing training and professional development opportunities.

Provide Guest Family and RMHC Staff Support

- Identify training opportunities for staff and volunteers in areas such as cultural awareness, healthy boundaries and compassionate listening working within the framework of Family Centered Care
- Respond promptly to crises involving guest families. Provide timely support, resources, interventions and debrief sessions to stabilize situations and ensure the safety and well-being of all involved

- In partnership with the Family Support Services Manager, provide training to RMHC staff on best practices for supporting guest families, including cultural competency, trauma-informed care, and effective communication strategies
- Offer support to Guest Services staff members on challenging incidents, providing guidance and expertise to help them address complex family dynamics and needs effectively
- Collaborate with staff across departments to ensure a coordinated and holistic approach to supporting guest families. Participate in team meetings to share insights and strategies for improving family support services
- Work with the program team to develop and enhance support services for guest families. Identify opportunities for additional support and propose new initiatives to address unmet needs

Other Duties and Responsibilities:

- Participate as an active member of the RMHC Programs Team and attend all appropriate meetings
- Work with the Family Support Services Manager to track appropriate data for monthly and annual programs reports
- Create and maintain positive and collaborative relationships with hospital and community partners
- Maintain an updated and confidential guest family tracking system to record interactions and communications with guest families
- Perform other duties as assigned

Work Conditions

- Most work is conducted in an office environment, travel to program sites may be required.
- Must maintain a valid driver's license and have access to a personal motor vehicle.

THE PERSON:

Experience Required:

- 5+ years of experience in hospital social work or related healthcare services or experience in Human Services/Family Support and Advocacy
- Experience in chaplaincy or ministry, experience in child development/special education
- Crisis intervention, grief and cultural competencies training or experience
- Proven leadership and problem-solving skills
- Demonstrated ability to effectively work with organizational partners and to manage multiple projects and priorities
- Fluent in Spanish is preferred

Skills Required:

- Understanding of the complex circumstances and challenges facing families with critically-ill or injured children
- Compassionate, resourceful, creative, and flexible in approach to family engagement and service
- Passionate about serving families from diverse backgrounds and a demonstrated commitment to advancement of equity and inclusion for marginalized or underserved families

- Experience thinking critically and holistically about family experiences and needs to identify opportunities to elevate support services; demonstrated ability to develop actionable processes to meet needs
- Experience in crisis assessment and intervention; ability to respond calmly, professionally, and empathetically when others are in distress
- Attentive to collection and analysis of quantitative and qualitative data for program evaluation, improvement, and growth
- Demonstrated commitment to social work ethics and behaviors, including but not limited to principles of self-determination, cultural competence, and confidentiality
- Ability to apply knowledge of family-centered practice, child development, social determinants of health, and trauma-informed practice to engagement and response strategies
- Ability to self-define priorities and work tasks within an adaptable system of support
- Ability to plan a flexible schedule that includes some weekly evening hours weekends
- Flexibility regarding work assignments and changing priorities
- Ability to see change as an opportunity rather than an obstacle

Education Required:

- Bachelor's degree in social work, psychology, counseling, mental or public health.

Background Check and I-9 Requirement:

- Ability to successfully pass criminal background/sex offender registry check and receive work authorization through the I-9

Additional requirements

- Willingness to meet RMHC immunization requirements due to proximity with vulnerable patients and their families.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work.

Ronald McDonald House Charities is an equal opportunity employer and values a diverse workplace.