



Keeping families close™

Family Support Services Summer Internship 2019

SCHEDULE:

This position requires a minimum of 35 hours per week for 8 weeks during the summer. Student's exact schedule will be determined based on agency need and student's availability Monday – Friday between 10:00am – 7:00pm. Approximately June 3rd – August 2nd, including a total of 5 days off.

AGENCY MISSION

Ronald McDonald House Houston offers a home away from home, providing care, compassion, and hope to families with seriously ill children being treated in the Texas Medical Center.

PROJECT OVERVIEW

Family-centered care is critically important in providing health care to children, especially those with serious medical conditions. In conjunction with area health care professionals, RMH Houston will establish the Family-Centered Care Initiative to develop and direct a collaborative program that provides concrete services and support to the families facing critical illnesses. Crisis intervention services may include educational support, behavior management, support groups, art therapy and supervised play, accessing community resources and recreational activities, parenting education. These and other services will help stabilize the family unit empowering them to actively participate in their child's health care journey.

INTERNSHIP PURPOSE

- Research and assist in the continued development and implementation of a Family Support Services program utilizing the Family-Centered Care model. This program will be intentional about providing support and resources to families and creates a caring, supportive, and joyful environment for all.
- To directly serve both families and patients by piloting Fun Clubs (age level support/activity groups) and one (1) Special Event that provide a caring, supportive and fun environment for all the families in the House.

SUPERVISOR

Colleen Dillahunty, Manager of Family Services

REQUIREMENTS

- Must have completed at least four semesters of college in degree applicable to role
- Currently enrolled undergraduate college student, returning to college as a junior or senior in the fall of 2018 as a full-time student (12 hours or more)
- Successful completion of background check

APPLICATION SUBMISSION

- Individual Volunteer Application completed through www.rmhhouston.org/individual-volunteer-application/ (Indicate which internship you're applying for in the application)
- Send your resume' by email to volunteer@rmhhouston.org

After reviewing your completed application, our staff will contact you to discuss next steps.



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AGENCY ORIENTATION

- Learn about the history of RMH Houston and of the organization's involvement with community medical centers (hospitals) and with other community partners – including Ronald McDonald House Charities and McDonald's
- Tour and review all program areas for RMH Houston to better understand our full mission
- Shadow various volunteers and staff to gain understanding of Family-Centered Care and RMH Houston mission and message
- Gain an understanding of agency organization chart and roles/responsibilities of staff

DUTIES AND RESPONSIBILITIES

- Research Family-Centered Care to discover core values and summarize actions for implementation
- Research training opportunities for staff and volunteers in the areas of Cultural Awareness, Healthy Boundaries and Compassionate Listening
- Help create new onboarding materials for staff and volunteers using topics above and Family-Centered Care core values
- Study Family Support Services program at RMH Stanford. Participate in online training modules as directed by your supervisor
- Further develop Summer Fun Club (age level support/activity groups) Program. Manage and support teen volunteer assistants in designing curriculum and facilitating age-appropriate activities for residents of Holcombe House.
- Help develop training materials for volunteer assistants with Fun Clubs
- Create and plan one Special Event for families during the summer. (i.e. Wellness Day; International Fair). Must include one educational component as well as food and recreational activities)
- Visit with families at meal times and activities
- Participate in program evaluation for pilot Family Support Service program
- Work with Operations Department staff to evaluate and provide suggestions for edits to the Family policy documents and publications.

QUALIFICATIONS

- Ability to communicate compassionately with patients/families on a one-on-one basis
- Ability to interact comfortably with patients who may be very ill
- Ability to interact gracefully with families whose children may be critically ill
- Ability to relate to families and children of various ages and cultural backgrounds
- Someone who is outgoing, a good communicator, listener, and detail oriented.
- The position requires a volunteer who demonstrates good judgment, flexibility and dependability
- Self-starter
- Great verbal and written communication skills
- Attention to detail
- Culturally competent and sensitive
- Comfortable completing research and communicating findings
- Would be capable and comfortable facilitating discussion for small groups of residents (Can work up to doing this)
- Interested in program development



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PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job the volunteer is regularly required to walk distances, sit and stand, exhibit hand/finger dexterity, see, talk and hear.
- The volunteer may be required to lift up to 15 pounds.
- The volunteer will be required to walk long distances in a hospital setting (could be up to 4 miles if serving all four family rooms).
- The vision requirements include close, distance, peripheral, and depth perception.

EDUCATIONAL BENEFITS

- Experience working directly with patients and families
- Experience interacting compassionately with families in healthcare crisis
- Learn and practice empathetic listening skills
- Exposure to non-profit professionals
- Engage in a well-rounded professional experience which crosses over many areas of study
- Meet and work with various professionals within a supportive work environment
- Develop new skills and refine others
- Apply knowledge gained from coursework to actual work circumstances
- Letter of Recommendation and Volunteer Hour record available upon successful completion of internship
- Learn and practice food safety guidelines for settings with immune-compromised patients
- Experience developing and implementing program in social service setting
- Management experience through leading Summer Fun Club teen volunteers
- Obtain growth and knowledge from a dynamic and reputable organization

COMPENSATION

Thanks to ExxonMobil Foundation, a stipend will be provided to the student completing this internship.

LOCATION

This internship will be primarily housed at Holcombe House, our free-standing House serving all Texas Medical Center institutions: 1907 Holcombe Blvd, Houston, TX 77030. Occasional travel will be required to our three other locations, all within the Texas Medical Center (House and Family Rooms inside of Texas Children's Hospital, House inside Children's Memorial Hermann Hospital, and Family Room program within MD Anderson Children's Cancer Hospital). A free shuttle is available for transportation back and forth and parking will be validated if driving own vehicle.