



Family Support Services Manager (LMSW) Ronald McDonald House Houston

Job Posting 11/10/2021

Program Location: Holcombe House

FLSA STATUS: Exempt, Full Time Employee, Monday – Friday, some on-call

REPORTS TO: Director of Operations

OVERVIEW: The Family Support Services Manager (FSS Manager) applies principles of social work and behavioral health to provide families with assessment, interventions, support, advocacy, and case management. As part of managing the Family Support Services (FSS) program, the FSS Manager supervises and supports BSW and MSW Student Interns in their role as Family Support Interns (FS Interns) who provide social and emotional support to the families.

RESPONSIBILITIES

Family Support Services:

- Implement and model an environment of warmth, compassion, and support to ensure a nurturing atmosphere; encourage positive interaction between families
- Provide ongoing emotional support, behavior management, crisis intervention, and other services relevant to stabilizing the family and support the medical journey
- Build and maintain relationships with families and guest in the home
- Model and conduct initial assessments, in accordance with FSS guidelines, with support of interns
- Document visits for clients served
- Continue to build resource bank and information for families to direct and suggest as intervention or clinical support is needed
- Define types of family issues to be shared with RMHH and partner hospitals. Provide feedback with Ronald McDonald House Houston (RMHH) Operations/Guest services, and our partner hospitals as needed
- Provide staff consultation for RMHH issues and/or family concerns that arise. Advocate on behalf of the family for unique situation or compassionate considerations at RMHH or partnering organizations
- Review documentation, Child Protective Services (CPS) reports, etc. as needed

Intern Management:

- Mentor and supervise Interns throughout placement and field practicum, providing primary and group supervision
- Participate in the recruiting of Social Work Student Interns– assigned to assist families residing at RMHH
- Provide onboarding, training, and orientation to Interns
- Review and approve student documentation, provide ongoing feedback
- Communicate with academic programs, complete intern evaluations, and discuss intern issues as they arise
- Manage schedules to meet RMHH needs

Program Development:

- Ensure program goals aligned with RMHH strategic plan and adjust as needed
- Identify areas of growth for Family Support Services to provide families with overall better support in the home
- Develop individual objectives to support program goals
- Work collaboratively with Family Activities Manager to create family centered programming to provide respite for the families



Extending Reach and Partnerships:

- Attend academic and hospital fairs in addition to local social work networking groups
- Deliver presentations at universities/hospitals/medical schools
- Build relationships with hospital partners and their social work staff/leaders
- Participate as an active member of the Family Services Team and attend all appropriate departmental planning meetings

SUPERVISORY RESPONSIBILITIES

- Social Work Student Interns

QUALIFICATIONS

- Master's Degree in Social Work required and a minimum of 7 years of work experience
- Licensed by State of Texas in Social Work
- 5 years of experience in hospital social work, case work or related healthcare field
- Minimum of 3 years of supervisory experience; proven leadership and team development
- Crisis intervention and cultural competencies training or experience preferred
- Bilingual/Spanish Speaking preferred
- Experience working with families/children in crisis
- Team oriented personality with strong oral and written communication skills
- Excellent presentation and public speaking and community relations skills

(If Spanish speaking)

- Translate documentation as needed
- Conduct trainings in multicultural or linguistic issues
- Lead Spanish speaking support groups and Fun Clubs

This job description reflects an assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. Other duties and tasks may be assigned to this job at management discretion.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee 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 employee is regularly required to walk, sit, and stand; use hands to finger manipulation, handle, feel, reach with arms and hands, and talk or hear
- The employee may be required to lift to 20 pounds
- The vision requirements include close, distance, peripheral, and depth perception

WHO WE ARE

Ronald McDonald House Houston (RMH Houston) offers a home away from home providing care, compassion and hope to families with seriously ill children being treated in Texas Medical Center member institutions. For more than three decades, we have been helping families with seriously ill children stay close together during difficult times. Today, that vision has grown to include the Holcombe House, a free-standing 70-bedroom home for longer-term stays; a house inside Texas Children's Hospital with 19 bedrooms; a house inside Children's Memorial Hermann Hospital with 14 bedrooms; ten family rooms inside Texas Children's Hospital; and a family room inside MD Anderson Children's Cancer Hospital.

HOW TO APPLY

If you are interested in joining this team in service to our community, please email your cover letter and resume to: Sandra Trevino, strevino@rmhhouston.org

In the subject line of your email, please include your name and the job title for this position ("Your name – LMSW").