



Keeping families close®

## Family Support Services Intern Holcombe House

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### ORGANIZATIONAL MISSION

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.

### ROLE PURPOSE

The Family Support Services Intern will assist in the continuous development of RMH Houston Family Support Services activities, providing support and resources to families and creating a caring, supportive, and joyful environment for all. The intern will help orient and assess families upon admission and provide supportive services from the time a family checks in until they check out. The intern will facilitate Fun Clubs (age level support/activity groups), supervised play, and one cultural event. Family Support Services activities include educational support, behavior management, support groups, access to community resources, recreational activities, and parenting education. These services help stabilize the family unit, empowering them to actively participate in their child's health care journey.

### LOCATION

Ronald McDonald House Houston, Holcombe House, 1907 Holcombe Blvd, Houston, TX 77030

### SCHEDULE

Available for fall, winter, or summer start dates. The program requires 400 total hours and a minimum of three available days per week. Shifts are available Monday-Friday 10 am – 7 pm. Specific schedule will be based on student's availability and agency need.

### COMPENSATION

This is an unpaid internship unless you have been awarded college work/study funding.

### RESPONSIBILITIES

Duties will vary depending on needs of the Family Support Services Manager but may include;

- Establishing relationships, building community, and providing supportive services
- Researching and updating resources in the Family Support Services Resource Bank

- Participating in developing new onboarding materials for staff and volunteers
- Co-facilitating groups with Family Services Manager and Family Activities Manager
- Launching age-appropriate supportive activities for patients and families such as supervised play, camp, and Fun Club
- Participating in Family Support Services program evaluation and improvements
- Participating in online training opportunities as directed

## QUALIFICATIONS

- Ability to relate to families and children of various ages and cultural backgrounds
- Ability to comfortably engage with patients and families of seriously ill children
- Outgoing, a good listener, and detail oriented
- Demonstrates good judgment, flexibility, dependability, and self-motivation
- Strong verbal and written communication skills
- Comfortable completing research and communicating findings
- Comfortable co-facilitating discussion for small groups

## REQUIREMENTS

- Currently enrolled in a Master's level Social Work educational program
- Successful completion of background check
- Not required but very beneficial: fluency in Spanish or other language

## PHYSICAL DEMANDS

Must be met to perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to regularly walk long distances, sit and stand, reach with arms and hands, speak, and hear
- Able to lift up to 15 pounds
- Good vision up close and at a distance, good depth perception

## EDUCATIONAL BENEFITS

- Experience working directly with families and patients in healthcare crisis
- Experience working with non-profit professionals in a supportive work environment
- Apply knowledge gained from coursework to work circumstances
- Experience developing and implementing programs in a social service setting
- Letter of Recommendation and Volunteer Hour record available upon completion

## APPLICATION SUBMISSION

Create a Volunteer Hub account at [Ronald McDonald House Houston \(volunteerhub.com\)](https://volunteerhub.com), select **college internship program**, and complete the application. Resume **must** be uploaded. *After reviewing your completed application, our staff will contact you to discuss the next steps.*