

<b>Job Title</b>	Program Coordinator (LMSW) – Holcombe House
<b>Employer/ Agency</b>	Ronald McDonald House Houston
<b>Job Description</b>	<p>The Program Coordinator applies principles of social work and behavioral health to provide families with assessment, interventions, support, advocacy, and case management as ancillary support to the primary medical provider. As part of managing the Family Support Services (FSS) program, the Program Coordinator supervises and supports BSW and MSW Student Interns in their role as Care Ambassadors who provide social and emotional support for families. The Program Coordinator participates in the setting of policies and follows the core values, goals, objectives, and the mission of the Ronald McDonald House as set forth by the Board of Directors.</p> <p><b>RESPONSIBILITIES</b></p> <p><b>Program Development</b></p> <ul style="list-style-type: none"> <li>• Along with the Manager of Family Services, develop and implement a program in conjunction with local health care professionals that provides specific services designed to enhance family functioning. Services include: educational support, behavior management, crisis intervention, accessing community resources, recreational activities, parenting education, and other services relevant to stabilizing the family and support the medical journey.</li> <li>• Develop and maintain a case management program to support and serve families (FSS program)</li> <li>• Participate as an active member of the Family Services Team and attend all appropriate departmental planning meetings</li> </ul> <p><b>Family Support Management</b></p> <ul style="list-style-type: none"> <li>• Develop and communicate process for feedback loop between Family Support Services, Ronald McDonald House Houston (RMHH) Operations/Guest services, and our partner hospitals</li> <li>• Define types of family issues to be shared with RMHH and partner hospitals, and guidelines for when/how/with whom communication occurs</li> <li>• Assist communications with referral sources such as physicians, counselors and hospital social workers regarding family dynamics, special family needs and /or unique situations</li> <li>• Identify areas of overlap or service gaps</li> <li>• Participate in the recruiting of Social Work Student Interns to serve as Care Ambassadors – assigned to assist families residing at RMHH</li> <li>• Provide onboarding, training, and orientation to Interns</li> <li>• Direct and supervise Interns (Care Ambassadors) throughout placement and field practicum, providing primary and group supervision</li> <li>• Develop and utilize an evidence-based assessment tool to be used systematically with Care Ambassadors and families</li> <li>• Develop tracking and follow-up care plan for families after check-out</li> <li>• Develop and lead support groups for specific populations. Train Interns to</li> </ul>

	<p>assist and lead groups.</p> <p><b>Administrative</b></p> <ul style="list-style-type: none"> <li>• Annually, work with Manager of Family Services and Chief Operations Officer to develop:</li> <li>• Program goals aligned with RMHH strategic plan</li> <li>• Program budget aligned with agreed upon goals</li> <li>• Individual objectives to support program goals and budget</li> <li>• On call for Interns and staff</li> </ul> <p><i>(If Spanish speaking)</i></p> <p>Translate documentation as needed  Conduct trainings in multicultural or linguistic issues  Lead Spanish speaking support groups and Fun Clubs</p>
<b>Qualifications</b>	<p><b>QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Master's Degree in Social Work required and a minimum of 7 years of work experience</li> <li>• Licensed by State of Texas in Social Work</li> <li>• 5 years of experience in hospital social work, case work or related healthcare field</li> <li>• Minimum of 3 years of supervisory experience; proven leadership and team development</li> <li>• Crisis intervention and cultural competencies training or experience preferred</li> <li>• Bilingual/Spanish Speaking preferred</li> <li>• Experience working with families/children in crisis</li> </ul>
<b>Salary/Hours</b>	<b>FLSA STATUS:</b> Exempt, Monday-Friday, some on-call
<b>Employer/Agency</b>	Ronald McDonald House Houston
<b>Address</b>	1907 Holcombe Blvd.
<b>City, State, Zip</b>	Houston, TX 77030
<b>Contact Person</b>	Colleen Dillahunty
<b>Contact Title</b>	Manager of Family Services
<b>Telephone Number</b>	713-795-3589
<b>Email Address</b>	<a href="mailto:cdillahunty@rmhhouston.org">cdillahunty@rmhhouston.org</a>
<b>Application Method</b>	To apply, please submit a cover letter and resume to Colleen Dillahunty, Manager of Family Services at <a href="mailto:cdillahunty@rmhhouston.org">cdillahunty@rmhhouston.org</a>
<b>Opening Date</b>	8/26/2018