



## POSITION DESCRIPTION

**Title:** Family Support Specialist MSW  
**Department:** Operations  
**Supervisor:** Senior Vice President & COO  
**Status:** Full-Time, Exempt  
**Hiring Range:** \$65,000 - \$73,000  
**To Apply:** Please submit a cover letter and resume to Julie Ransom, Senior Vice President & COO at [JRansom@ronaldmcdonaldhousecnaz.org](mailto:JRansom@ronaldmcdonaldhousecnaz.org)

### **Purpose and Scope**

The Family Support Specialist MSW provides family support services to families of seriously ill or injured children staying at Ronald McDonald House® Central and Northern Arizona locations. This role works collaboratively with hospital staff, community partners, and Ronald McDonald House staff to help families navigate the challenges associated with a child's medical treatment by connecting them with resources, services, and support programs that promote stability, well-being, and access to care.

The Family Support Specialist MSW serves as a resource and advocate for families throughout their stay, assisting with practical needs, care coordination, discharge and transition planning, relocation support, and access to community resources. This position also supports family engagement initiatives, community outreach efforts, and the development and management of programs designed to enhance the guest family experience and strengthen family support services across the organization.

This position reports to the Senior Vice President & COO.

### **Essential Job Functions**

- Provide ongoing family support and resource coordination to guest families throughout their stay.
- Foster a welcoming, inclusive, and culturally responsive environment for families, children, staff, and volunteers.
- Connect families with community resources, financial assistance programs, transportation services, lodging options, relocation resources, and other supportive services as needed.
- Communicate and collaborate with hospital social workers, case managers, and care teams regarding referrals, room placements, hotel accommodations, discharge planning, and family support needs.

- Assist families with transition planning related to discharge from Ronald McDonald House, including referrals to community-based resources and ongoing support services.
- Support families relocating to Arizona for medical treatment by providing information, resource navigation, and community connections.
- Ensure families understand and comply with House policies and procedures to maintain a safe and supportive environment for all guests.
- Conduct family orientations or welcome meetings as needed, and ongoing check-ins to assess needs and provide appropriate resources.
- Collaborate with leadership to identify, develop, implement, and evaluate family support programs and services.
- Coordinate and support family engagement activities, educational opportunities, and programs for caregivers, siblings, and family members.
- Build and maintain relationships with community organizations, service providers, and healthcare partners to enhance available resources for guest families.
- Participate in community outreach activities and represent Ronald McDonald House at meetings, events, and partner engagements as appropriate.
- Track, maintain, and report participation, outcomes, and performance metrics related to family support services and programs.
- Complete and maintain accurate, timely, and confidential documentation, including GRMHIS notes and related records.
- Collaborate effectively with House staff, volunteers, hospital teams, and community organizations to support guest family needs.
- Participate in organizational meetings, trainings, special events, and other duties as assigned.

### **Essential Qualifications**

- Master's degree in social work (MSW) from a CSWE-accredited program required.
- Arizona social work licensure (LMSW) preferred but not required.
- Minimum of 2–5 years of experience in social services, family support services, healthcare, nonprofit organizations, case management, community resource coordination, or a related field.
- Experience working with children and families facing medical, social, financial, or logistical challenges preferred.
- Bilingual (English/Spanish) skills are strongly preferred due to the needs of the families and communities served.
- Knowledge of community resources, healthcare systems, family support services, and resource navigation practices.
- Experience coordinating services, developing community partnerships, and collaborating with multidisciplinary teams preferred.

- Experience supporting programs, initiatives, or services designed to enhance family engagement and well-being preferred.
- Strong interpersonal, communication, organizational, and problem-solving skills.
- Ability to maintain confidentiality, exercise sound professional judgment, and manage sensitive situations with compassion and discretion.
- Proficiency with Microsoft Office applications, including Outlook, Word, Excel, and PowerPoint, and electronic recordkeeping systems.
- Valid Arizona driver's license and reliable transportation required.
- Collaborative, mission-driven mindset with a commitment to serving families and advancing the mission of Ronald McDonald House.

### **Additional Skills**

- Ability to build and maintain effective relationships with families, hospital staff, volunteers, community organizations, and other stakeholders.
- Strong verbal and written communication skills, including the ability to communicate effectively with individuals from diverse backgrounds and experiences.
- Demonstrated ability to work both independently and collaboratively in a team-oriented environment.
- Strong organizational and time-management skills with the ability to manage multiple priorities in a fast-paced setting.
- Resourceful and proactive approach to identifying solutions and connecting families with appropriate services and support.
- Ability to navigate sensitive family situations with professionalism, empathy, and sound judgment.
- Flexible, adaptable, and able to respond effectively to changing priorities and organizational needs.
- Strong attention to detail and commitment to accurate documentation and recordkeeping.
- Professional, compassionate, and service-oriented demeanor that reflects the organization's values and commitment to family-centered care.

### **Organizational Values**

- Responsibility: Act with respect, accountability, and integrity.
- Teamwork: Work collaboratively as one organization aligned to a shared mission.
- Honesty & Transparency: Communicate and act with ethical integrity.
- Mission Focus: Keep the mission of Ronald McDonald House Central & Northern Arizona at the center of all work.
- Respect: Treat all individuals with dignity and fairness.
- Hospitality: Create a welcoming, inclusive, and supportive environment for all guests and families.
- Relationships: Build and maintain positive, respectful connections.

- Growth & Adaptability: Embrace learning, professional development, and change with a positive attitude.

### **Work Environment and Physical Demands:**

- Primarily an office- and House-based position with regular interaction with guest families, hospital staff, volunteers, community partners, and community service providers.
- Fast-paced, service-oriented environment requiring flexibility, professionalism, compassion, and strong organizational skills.
- Frequent walking throughout House locations and engagement with guest families in shared living spaces and program areas.
- Prolonged periods of sitting, computer use, data entry, and documentation throughout the workday.
- Frequent use of standard office equipment, including computers, telephones, printers, and database systems.
- Ability to communicate effectively in person, by telephone, and through written correspondence.
- Occasional standing, bending, reaching, and lifting or carrying materials weighing up to 35 pounds.
- Ability to travel between Ronald McDonald House Central and Northern Arizona locations, hospitals, community organizations, and partner sites as needed.
- Flexibility to work occasional evenings, weekends, and holidays to support family programs, outreach activities, special events, or operational needs.
- Ability to maintain professionalism, empathy, discretion, and attention to detail while managing multiple priorities and supporting families experiencing stressful circumstances.

### **Compensation & Benefits**

This is an exempt, salaried position. Pay is commensurate with experience. Benefit eligibility is determined based on organizational policy and hours worked.

### **Disclaimer – Other Duties**

This job description is intended to provide a general overview of the responsibilities and requirements of the position and is not an exhaustive list of all duties, skills, efforts, or working conditions. Duties may change or additional responsibilities may be assigned as needed to meet the operational needs of Ronald McDonald House Central & Northern Arizona, including during emergencies, staffing changes, or organizational updates.

### **EEO Statement**

Ronald McDonald House Central & Northern Arizona is an equal opportunity employer. Employment decisions are made without regard to race, color, religion, sex, national origin, age, disability, veteran status, or any other protected status under applicable law.