



**About RMHC-Denver:** Since 1979, Ronald McDonald House Charities of Denver, Inc. (RMHC-Denver) has offered a loving home away from home to families needing to be near their seriously ill or injured children while they're being treated at metropolitan area hospitals.

Job Title: <b>Director of Family Services</b>	Effective Date: <b>3/6/2025</b>
Reports to: <b>VP of Programs</b>	FLSA Classification: <b>Exempt, Salaried</b>
Position Level: <b>Executive</b>	Pay Range: <b>\$82,00.00 - 90,000.00</b>

**Bring your social work leadership expertise and join our Team as Director of Family Services!**

Our team at Ronald McDonald House Charities of Denver is expanding, and we are seeking a dedicated Director of Family Services. This opportunity will provide family-centered services to guests at the Ronald McDonald Houses in Denver and in Aurora, Colorado. The Director of Family Services will collaborate with hospital social workers, RMHC-Denver staff, and community partners to offer emotional support, coordinate resources, and develop impactful programs for families. Join our mission-driven organization committed to providing comfort, care, and connection to families in need. *To protect the health of the families we serve and our staff, Ronald McDonald House Charities of Denver has a mandatory Flu Vaccination requirement for all employees. Exemptions may be considered.*

**Job Summary**

The Director of Family Services is responsible for providing leadership that fosters patient and family centered care program model framework implementation and engagement. The Director of Family Services oversees the Family Services Team including training and supervision along with operations related to family services.

**Essential Duties, Responsibilities & Functions**

The primary duties and responsibilities of this position are listed below. The primary duties of this position may be modified based on business needs or regulatory requirements. This position may be assigned additional duties not specifically listed below.

**Operations (50%)**

- Foster an inclusive culture that is welcoming for families, volunteers, staff, board, donors and the community.
- Develop and manage procedures for Family Registry (database) and other Family Services systems to improve efficiency, communication, and reporting.
- Ensure consistency and collaboration between the House locations and programs.
- Collaborate with Family Services staff to address unique or challenging family concerns or needs, aid in crisis assessment and response.
- Oversee staff schedule to provide 24/7 coverage including during holidays and inclement weather. This includes contracted overnight security services.
- Manage expenses and labor budget for family services and overnight security contracts and assist with budget recommendations for staffing and operating the Family Services Team.
- Coordinate with the VP Programs regarding staffing patterns, job descriptions, and work schedules as well as input on Family Services compensation.
- Evaluate family surveys and results to improve delivery service.

### **Family Centered Care (30%)**

- Provide leadership for programs based on the Family Centered Care Model philosophy, ensuring alignment with RMHC Global standards and initiatives. Core concept areas include dignity and respect, information sharing, participation, and collaboration.
- Lead the development of programming within RMHC-Denver core programs to support the patient and family experience while accessing RMHC-Denver services during the continuum of their healthcare journey.
- Work with the Family Services Team to assess and solve problems; improve families access to medical and support services needed during their medical journey and their transition leaving the Ronald McDonald Houses.
- Collaborate with hospital social workers, RMHC-Denver staff, and community partners to offer emotional support, coordinate resources, and develop impactful programs for families.
- Lead crisis intervention, build partnerships to expand resources, and train staff and volunteers to advance Family Centered Care.
- Design and use methods of integrating family feedback into evaluation and enhancement of programming and services.

### **Leadership (20%)**

- Provide strategic leadership, coaching, and mentoring direct reports, helping them understand their roles and contribute ideas to achieving individual and team goals.
- Assess ongoing staff needs and develop plans for growth.
- Proactively monitor patient and family care and discharge plans and assist families with preparing for transition out of the Ronald McDonald Houses.
- Supervise the Family Services Team by providing orientation, training, coaching and professional growth opportunities to direct reports. Direct reports include House Program Managers (2), Referral Coordinator, and Families Services Coordinator.
- Maintain positive and supportive relationships with key hospital teams, including social workers and family navigators.

### **Education, Experience & Abilities**

- Master's degree in social work (MSW) required and Licensed Clinical Social Worker (LCSW) preferred.
- Minimum of 7 years' experience in managing social work programs, supervising teams, and overseeing operations in human services, healthcare or nonprofit settings.
- At least 2 years' experience in crisis prevention or behavioral health within a residential or hospital setting.
- Strong communication skills and expertise in trauma-informed care.
- Excellent interpersonal skills with the ability to relate to people of diverse backgrounds.
- Ability to demonstrate creativity, strong organizational skills, and proficiency in writing, with the ability to manage multiple and varied tasks effectively.
- Proficiency in Microsoft Office and database systems is essential.
- Commitment to equity, inclusion, and ethical social work practices.



- Experience working effectively with volunteers.

### Physical Requirements

- Ability to perform physical requirements of an office-based position, including sitting, standing, lifting up to 25 pounds on an occasional basis and operating office equipment.
- Ability to travel from one House to another, or to other locations and meeting venues.
- Ability to handle typical noise conditions with working in an office environment.

This is a full-time, exempt position, with the expectation of working 40 hours per week. The general work schedule will be M-F, to include some evenings and occasional weekends. This position's time will be split between the Denver House and the Aurora House. This position is eligible for all full-time benefits, including health, vision, dental, *at 100% for employee only*, long-term disability, life insurance, an EAP, and a retirement savings benefit (eligible after the waiting period), paid time off, and sick leave.

**Our Culture: At RMHC-Denver**, our culture is built on collaboration, innovation, and a shared commitment to our mission. We value diversity and encourage open communication, and we celebrate our successes together and support each other through challenges. Join us and be part of a team that is dedicated to making a real difference in the lives of families in need.

**How to apply:** Please submit a resume **and** cover letter to [careers@rmhc-denver.org](mailto:careers@rmhc-denver.org). Position will be open until filled. No phone calls, please.

RMHC-Denver provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, RMHC-Denver complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.