



Ronald McDonald House BC and Yukon cares for families of children whose health needs take them far from home and keeps families together in a home away from home, providing comfort compassion, and a sense of community when they need it most.

We are growing and in need of a new team member to support our Family Services team in providing family centered care.

Family Services Support Manager

The Family Services Support Manager supports the Family Services Team in delivering non-clinical, family-centered care, and providing robust supports and services to families staying in the House and Family Room. In addition to supporting families, the Family Services Support Manager will support staff and volunteers with training as needed to complete the circle of care families receive. Responsibilities include:

Family Support

- Meet with individuals, couples and families to assess support needs.
- Provide staff consultation for House and or family issues as they arise.
- Resource and connect families to outside supports as needed.
- Oversee distribution of Compassionate funds and connect to donors when appropriate.
- Collaborate with Family Services staff to ensure family needs are well supported.

Program Support

- Identify a range of program opportunities that will benefit families staying at RMH BC and the Surrey Memorial Family Room.
- Evaluate family needs and interests to create opportunities that will increase the well- being and enjoyment of parents and children staying in the House and the Family Room.
- Direct and oversee the Program Coordinator and the facilitation of programs.
- Steward program volunteers and ensure program contributors are properly documented and appreciated.

Community Development

- Become familiar with RMHC Global impact research outcomes, and liaise with other Houses to allow RMH to become an example of excellence in programs for families.
- Identify ongoing program opportunities through networking and other avenues in the community.
- Build community partnerships and networks that increase supports and resources for families.

Administration

- Maintain effective records for programs and family support including contact information, evaluations and outcomes.
- Develop and maintain best practice systems for monitoring and evaluating programs.
- Other duties as assigned.

Competencies and Skills:

- Aligned with the mission and values of Ronald McDonald House BC and Yukon.
- Experience developing and implementing programs and policies.
- Experience with facilitation and training of volunteers and staff.
- Collaborative approach to problem solving.
- Experience leading and overseeing a team.
- Degree in Psychology, Social Work, Social Sciences or equivalent.
- 3 to 5+ years of non-profit experience.
- Proficient in MS Office software.

If you think you are the right fit for this role, please submit your resume and cover letter to hr@rmhbc.ca. We thank all applicants for their interest; however, only short-listed candidates will be contacted. The successful candidate is required to undergo a vulnerable sector criminal record check.