

Ronald McDonald House Charities® of the Intermountain Area, Inc.
JOB DESCRIPTION

Title:	Palliative Care and Behavioral Health Specialist
Current Employee:	TBD
Team:	Programs
Location:	RMHC / Salt Lake City, UT
Reports to:	Chief Programs Officer
Classification:	Regular, full-time, hourly non-exempt
Hours:	9:00 a.m. to 5:00 p.m. with some evenings and weekends
Job Grade:	150
Compensation:	\$25.10- \$38.90 per hour (\$52,208 --\$80,912)

THE POSITION: The Palliative Care and Behavioral Health Specialist offers a continuum of care to support behavioral health, provide collaborative case management to help address social determinants of health, and offer grief and bereavement support to RMHC families, staff and volunteers. This position will enhance the quality of care and support families receive from RMHC through thoughtful collaboration with clinical teams, community resources, and hospital social workers. By applying the principles of social work, behavioral health, and palliative care as ancillary support to the primary medical provider, the family will experience deeper, more meaningful and impactful family-centered-care.

This is grant-funded position for 1-year. Although the grant is expected to end in 2021, the hope is that additional funding will be obtained to extend employment.

Primary Duties and Responsibilities Include:

The Palliative Care and Behavioral Health Specialist will offer behavioral health support for stressed, scared, grieving or distressed parents/care-givers. This position will help provide stability for families who are far from home, lose their support system (families, friends, church, community, home) and need a place to root, to feel safe and understood. This position will assess needs and direct parents to various community resources as well as get ahead of emotional, behavioral, mental and spiritual crisis to guide them through self-care, activities and therapies that support healing.

Provide a Continuum of Care to Support Behavioral Health

- Work with the Guest Services Director and Guest Services Coordinators to provide RMH families with services designed to enhance family functioning and to stabilize the family and support family functioning.
- Collaborate with hospital social workers to provide a continuum of emotional and mental support assistance with adjustment to illness, crisis intervention, advocacy for patients and families who are guests at the Ronald McDonald House
- Provide crisis support through preventative resources, advice or referrals or through emergency intervention with law enforcement, CPS, or other crisis professionals. Maintain a flexible approach to each family and situation
- Develop and lead support classes for RMH parents, caregivers, and siblings. Assist families with identifying and building on their strengths, increasing their ability to problem solve, and increasing their sense of empowerment
- Develop and lead parenting support groups for RMH caregivers to provide parents with information, skills and guidance related to supporting their child's care. Connect caregivers with resources to increase knowledge of their child's condition and identify positive ways to deal with the common stressors of caring for an ill or injured child

- Assess challenges and provide a plan for a family's needs that provides extraordinary care for the family and enhances their experience at RMH
- Assist families with identifying and securing needed resources, including respite care, transportation, home modifications, specialized equipment, and nursing care

Offer Collaborative Case Management to help Address Social Determinants of Health

The Palliative Care and Behavioral Health Specialist will work to create an individualized approach to provide access to healthcare resources for the most marginalized segments of our population and for those who otherwise might not be able to access quality care. This position will work to provide equitable resources by addressing policies and practices in non-health sectors that have impacts on health and health equity and by identifying partnerships with public health practitioners.

- Create and maintain a robust list of referral resources both locally and throughout the surrounding states and local communities to help families transition home
- Connect to community resources for job placement, food security, school, diagnosis-specific support groups and diagnosis-specific financial resources
- Provide family-centered support that will address social determinants of health and empower each individual in the family with knowledge and resources that will help shift focus from what is happening to them – to what can be
- Work with the Guest Services Director and the Accounting Manager to identify Medicaid eligible families. Actively seek public and private insurance support for a family's stay at RMH

Provide Grief and Bereavement Support

The Palliative Care and Behavioral Health Specialist will work with families who have experienced, or are experiencing, loss and grief. This position will work in partnership alongside other professions, agencies, organizations and as part of the wider community in order to best support a family experiencing loss.

- Provide bereavement support for the family during their medical journey, including crisis intervention, access to community resources, and palliative guidance and care
- Provide an extra layer of qualitative support through palliative care to help relieve the symptoms and stress of a serious illness or injury for both the patient and the family. This position will be more attuned to observing care-givers, siblings and family members of critically ill or injured children to better serve and meet their needs
- Provide professional support for staff to assist families that experience the loss of a child
- Provide a holistic approach that will create change to transform the medical journey into one that is individually-focused, and sustainable through their transition home

Public Partnerships and Relations

The Palliative Care and Behavioral Health Specialist will foster public partnerships and hospital relations that are core to RMHC's mission.

- Professionally represent the Ronald McDonald House, mission and families with volunteers, program partners, and referral hospitals
- Develop and communicate a process for feedback between RMH and our hospital social work teams
- Collaborate with the Chief Programs Officer, Guest Services Director, and Family Room Director to cultivate hospital relations with pediatric providers, hospital social workers and family support services teams
- Initiate regular communication and coordination meetings with relevant hospital teams and contacts
- Support and model an environment of warmth, compassion and support; encourage positive interaction between families

- Create and maintain a list of community resources for RMH family support

Other Duties and Responsibilities:

- Participate as an active member of the Programs Management Team and attend all appropriate departmental planning meetings
- Work with the Chief Programs Officer to track appropriate data for monthly and annual programs reports
- Publically represent the Palliative Care and Behavioral Health Specialist position and support for families in media interviews and social media posts
- Communicate and educate staff and volunteers regarding issues such as family privacy, confidentiality, cultural sensitivity, grief and loss
- Work with the Guest Services Director and Director of Operations to update family-related policies in the RMHC Operations Manual to ensure consistency with the Guest Services processes
- Perform other duties as assigned

Work Environment

Most work is conducted in an office environment, travel to program sites may be required. Must possess a valid driver's license and have access to a personal motor vehicle.

THE PERSON:

Qualifications:

- 5+ years of experience in hospital social work or related healthcare field
- Crisis intervention, grief and cultural competencies training or experience
- Proven leadership and problem-solving skills
- Demonstrated ability to effectively work with organizational partners and to manage multiple projects and priorities

Skills and Abilities Required:

- Exceptional leadership and management skills
- Excellent verbal, written, and interpersonal communication skills. Computer proficiency, including email, Microsoft Office Suite and program database software
- Ability to work under pressure
- Strong analytical, decision-making and problem-solving skills
- Cultural competency to effectively work among wonderfully diverse staff, volunteers and guests
- Creative use of resources within a limited budget
- Highly organized, positive, creative, energetic, and collaborative team player
- Confidence, sensitivity and diplomacy to interact and collaborate with varied constituents, including guests, staff, volunteers, hospital personnel, and donors
- Ability to lead and motivate teams to achieve shared goals
- Flexibility regarding work assignments and changing priorities
- Ability to see change as an opportunity rather than an obstacle

Education Required:

- Master's Degree in Social Work

Other:

- Ability to successfully complete criminal background check and required immunizations along with all requirements of partner hospitals – i.e. immunizations, trainings, criminal background check, drug test, etc.