



Ronald McDonald House Connecticut and Western Massachusetts

Ronald McDonald House Connecticut and Western Massachusetts supports families with children who are ill or injured. The mission of Ronald McDonald House Connecticut and Western Massachusetts is to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare. Our vision is a world where every family has what they need to ensure the best health outcomes for their children.

Each year, our House programs serve as a home away from home for hundreds of families around the country and the world. We have served over 25,000 families as their children seek essential healthcare and saved families over \$2.3 million in hotel and food costs in 2025.

RMH CTMA Programs:

Ronald McDonald House: New Haven opened in 1985 on George Street in New Haven, CT. The current House, located at 860 Howard Ave in New Haven, was built in 2017 and has 30 guest rooms. Ronald McDonald House: New Haven supports Yale New Haven Children's Hospital, Bridgeport Hospital, and Stamford Hospital in Connecticut.

Ronald McDonald House: Springfield opened in 1991 at 34 Chapin Terrace, Springfield. It has 20 guest rooms and one respite room. Ronald McDonald House: Springfield supports Baystate Children's Hospital, Shriners Hospital New England, and other local medical facilities in Western Massachusetts.

The Ronald McDonald Family Room: Baystate Children's Hospital opened in October 2024 to provide a quiet place within the hospital, away from medical units, where families can recharge, grab a bite to eat, and rejuvenate during long days of a child's treatment. The Ronald McDonald Family Room: Baystate Children's Hospital provides the care and comfort a family needs, steps away from their child's bedside.

FAMILY SERVICES MANAGER Ronald McDonald House: New Haven

KEY COMPETENCIES

Values & Trust – Keeps the mission and priorities of Ronald McDonald House Connecticut and Western Massachusetts at the forefront when making decisions that impact our service to families. Acts with honesty and integrity in all matters. Treats others fairly. Represents Ronald McDonald House Connecticut and Western Massachusetts well in deeds and actions.



Compassion – Acts in a caring and inclusive way towards all guests, volunteers, and co-workers, regardless of relationships with them and without regard to any individual differences.

Adaptability – Open to and embraces change and new ideas. Demonstrates flexibility in doing things differently. Can adapt quickly without reservation. Is supportive and consistently reliable in executing changes in methodology or process.

Problem-Solving – Can find effective solutions to problems; demonstrates ownership, is proactive, and resourceful. A creative thinker who can carefully analyze a situation and is determined to resolve issues effectively.

Communication – Strong interpersonal and communication skills to effectively interact with stakeholders, including the Board of Directors, Advisory Councils, volunteers, staff, and donors.

Description

Reporting to the Chief Operating Officer (COO), the Family Services Manager will oversee and provide exemplary customer service to Ronald McDonald House: New Haven guests. The Family Services Manager is the primary point of contact for all Guest Family interactions and needs.

The Family Services Manager supervises the Guest Service Associates, oversees guest family referrals, and works closely with hospital staff to ensure that Ronald McDonald House Connecticut and Western Massachusetts provides essential services to all families throughout their stay and beyond.

Roles and Responsibilities

Chapter

- Always represent Ronald McDonald House Connecticut and Western Massachusetts as a professional team member and advocate for the organization's mission in all interactions.
- Represent the Ronald McDonald House Connecticut and Western Massachusetts at speaking engagements and presentations when assigned.
- Provide support to Ronald McDonald House Connecticut and Western Massachusetts departments and events as needed and requested.
- Actively embrace and advance Ronald McDonald House Connecticut and Western Massachusetts commitment to Diversity, Equity, Inclusion, and Belonging (DEIB) in all aspects of guest, staff, and volunteer engagement.



Family Service Experience

- Create and sustain strong partnerships with hospitals and medical providers by maintaining regular communication with social workers, care teams, and other healthcare professionals to support timely referrals and coordinated care for our guest families.
- Oversee all aspects of guest family referrals, including priority placements and waitlist management, ensuring fair, consistent, and mission-aligned decision-making.
- Manage the guest management database, including census tracking, room requests, donations, and family transactions, ensuring accuracy and confidentiality.
- Supervise daily Guest Services transactions, including family check-in and check-out, House tours, daily communication logs, and smooth shift transitions to ensure continuity of care and hospitality.
- Ensure all guest interactions reflect Ronald McDonald House Connecticut and Western Massachusetts commitment to warmth, respect, dignity, and culturally responsive service.
- Act as the chapter's designated point of contact for Trauma-Informed Care, coordinating and delivering staff training as appropriate.
- Provide direct support to guest families by actively listening, offering emotional support, and connecting families to internal programs and external resources that reduce stress and promote well-being during medical crises.
- Conduct New Family Welcome Meetings to orient families to the House, available services, and community expectations, fostering a sense of belonging and comfort.
- Facilitate and coordinate support groups and family engagement opportunities, collaborating with hospital and community partners to connect families with resources, meetings, and activities that strengthen community and promote resilience both within and beyond the House.
- Encourage and assist families' participation in House programs, including educational, recreational, and celebratory activities for patients, siblings, and caregivers.
- Ensure guest families understand and comply with House guidelines and policies to maintain a safe, respectful, and supportive environment for all families, staff, and volunteers.
- Collaborate with the Chief Operating Officer (COO) to develop, implement, and enforce House and Family guidelines in alignment with Ronald McDonald House Connecticut and Western Massachusetts and Ronald McDonald House Charities policies, procedures, and crisis management protocols.
- Accurately and promptly document all guest interactions, incidents, infractions, and follow-up actions in accordance with organizational standards.
- Maintain strict confidentiality and respect the privacy of all guest families, staff, volunteers, and organizational information.
- Complete all organizational documentation accurately, thoroughly, and promptly.

Organizational Leadership

- Lead the recruitment, hiring, onboarding, training, supervision, and professional development of Guest Services staff, including Guest Service Associates, to ensure a



Ronald McDonald
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welcoming, compassionate, and family-centered care experience consistent with the mission of the organization.

- Coordinate regular communication and meetings with Guest Service Associates and House Operations colleagues to address family needs, operational challenges, and celebrations of milestones and successes.
- Provide ongoing training and continuing education opportunities for staff to support professional growth and alignment with RMH best practices.
- Conduct annual performance evaluations for direct reports using Ronald McDonald House Connecticut and Western Massachusetts evaluation tools and meet individually with staff to discuss performance, goals, and professional development.
- Participate in daily and weekly team meetings to promote collaboration, communication, and excellence in family-centered care.
- Serve as a liaison to the Program Advisory Council President and Ronald McDonald House Charities of Connecticut and Western Massachusetts staff by preparing reports and attending scheduled meetings, including evening meetings as required.
- Provide support for Ronald McDonald House Charities of Connecticut and Western Massachusetts events as assigned, requested, and needed.
- The position description does not include a list of all responsibilities. Additional duties that are consistent with this role's responsibility level may be assigned

Required Professional Experience

- Licensed Clinical Social Worker (LCSW) or MSW with the requirement of licensure within one year with a minimum of five (5) years of professional social work experience in healthcare, human services, education, or a related field.
- Demonstrated experience building, leading, and managing effective teams, with a strong background in program design, implementation, and evaluation.
- Prior experience working within a nonprofit organization is required.
- Spanish-language proficiency preferred.

Knowledge, Skills & Abilities

- Demonstrated competence in providing social work services, including facilitating parent or caregiver support groups.
- Experience working collaboratively as part of a multidisciplinary team in a healthcare or human services setting.
- Working knowledge of medical terminology and the ability to communicate effectively with healthcare professionals.
- Proven experience in staff supervision and office or program management.
- Strong leadership, relationship-building, problem-solving, and conflict resolution skills.
- Forward-thinking mindset with the ability to identify opportunities, challenge existing practices, and contribute innovative ideas.
- Proficiency in Microsoft Office applications and experience with database entry, maintenance, and reporting.
- Excellent organizational skills with strong attention to detail and consistent, dependable follow-through.
- Innovative problem-solver with sound judgment and effective decision-making abilities.



- Collaborative professional who can build and sustain positive relationships with staff, volunteers, vendors, donors, and external partners.
- Demonstrated respect for and commitment to working with individuals from diverse cultural, social, and economic backgrounds.
- Ability to thrive in a fast-paced, mission-driven environment with complex responsibilities and competing priorities.

Work Environment & Schedule Requirements

This position operates in a professional environment and routinely uses standard office equipment, including computers, phones, copiers, and filing cabinets. An employee must meet the physical demands described here to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to stand, walk, sit (at a desk), climb stairs, and perform small maintenance tasks as needed. The employee will occasionally lift or move up to 50 pounds.

Working conditions include, but are not limited to, the following:

- This position operates within a non-traditional work environment that values creativity, collaboration, flexibility, and work-life balance, while supporting a mission-driven, dynamic, and family-centered organization.
- This is a full-time role requiring a combination of weekdays/evenings and weekend hours, including participation in a rotating weekend on-call schedule. Flexibility is essential to support a 24/7, 365-day program.
- Travel between all Ronald McDonald House program locations in New Haven, CT, and Springfield, MA is required.
- Occasional overnight travel may be necessary to support program operations, meetings, trainings, or organizational needs.
- Reliable personal transportation is required to meet travel and on-call responsibilities.

Equal Opportunity Employer

The Family Services Manager position is Full-time, Exempt, and reports directly to the COO, with a program location in New Haven, CT.

Ronald McDonald House Connecticut and Western Massachusetts offers a comprehensive benefits package that includes financial support for continuing education, such as reimbursement for CEUs

Interested applicants are encouraged to send a cover letter and resume to Celine Hamilton Quill via email: chamiltonquill@ronaldmcdonaldhousectma.org