



## **FAMILY HOUSE**

### **Chief of Family Care and Engagement**

#### **About Family House**

Founded in 1981, Family House provides critical support to families of children who have cancer and other life-threatening illnesses and are receiving treatment at UCSF Benioff Children's Hospital Mission Bay. Serving more than 4,000 guests per year, the Mission Bay location is a quick walk from the hospital, accommodates 330 people per night and sustains nearly a 100% occupancy rate. Far more than just free, temporary housing, Family House is truly a home away from home for families navigating their children's health crises, and a beacon of the San Francisco community.

Building on the legacy of our founder, UCSF pediatric oncologist Dr. Art Ablin (1926-2017), and made possible by an ambitious and highly successful capital campaign, the Nancy & Stephen Grand Family House opened its doors in May of 2016. This impressive LEED-certified facility includes state-of-the-art amenities at no cost to families, and it also sustains a wonderfully supportive community of people – staff, volunteers, UCSF hospital partners and the resident families themselves – dedicated to providing a caring, non-clinical environment for the entire family while their child is undergoing treatment. Our annual operating budget is approximately \$5.9M, raised from community philanthropy and volunteer support.

Family House strives for family and child-centeredness to support each patient, their parents, siblings and extended families, helping them thrive together, while leaning into life's joy and reducing family stress whenever possible. By living in community in the most challenging times, Family House families often form lifelong bonds with each other. We call the connection that we create each day together The Family House Magic.

Together, the staff at Family House are partners with our Board of Directors, volunteers and community, offering access, compassion, refuge and community so that families naturally connect and find hope, comfort, and healing. Within this home away from home for the families we serve, we foster a work environment grounded in trust, respect, integrity and kindness, supporting each other to meet and exceed our individual and organizational goals.

Family House has experienced tremendous growth, in both revenue and reputation, and enjoys broad support throughout the Bay Area community. Family House now seeks a compassionate, experienced family care professional to join its leadership, and to elevate an already excellent family experience for families in their greatest time of need.

#### **The Opportunity**

This new full-time exempt position is an extraordinary opportunity for a dedicated licensed social worker to oversee and elevate the experience of Family House for approximately 1,000 unique families each year, to join a strong team with unquestionable commitment to mission, and to be a pragmatic champion for the families in our care.



The successful candidate will bring an empathetic, strategic, and collaborative approach to the family experience and will help define the next chapter of Family House's growth as the world's most comfortable, compassionate and sustainable pediatric guesthouse.

The Chief of Family Care and Engagement will forge strong relationships with our families to increase their comfort, sense of safety and agency in navigating their children's serious illnesses. They will build Family House's culture and capacity for caregiving, our longstanding partnership with the care professionals of UCSF, visibility in healthcare hospitality and wider community spaces, and ultimately the impact of our deeply compassionate mission.

They will be responsible for developing and nurturing a cohesive staff care team that provides hospitality, engaging programming, community and emotional support for families, encouraging the continued development of the Family House staff to build upon its ability to care for families experiencing the most challenging times in their lives.

The Chief of Family Care and Engagement will be a licensed social worker who will coordinate our systems of care, including oversight of family admissions, providing direct support to families in residence, and coordinating family resources, all according to the highest professional standards and with the partnership of approximately 70 pediatric social workers at UCSF.

The Chief of Family Care and Engagement will report to the Chief Executive Officer and manage the Director of Family Services, who oversees the Family Resource Coordinator, and they will manage the Hospitality Services Manager, who manages the Front Desk Team of six staff members. This role will be an important addition to Family House's Senior Leadership Team, collaborating with the CEO, Chief Financial Officer, Chief Community Engagement Officer, Chief Operating Officer, Chief Development Officer, Director of Family Services, and Director of DEI & HR Manager.

### **Essential Duties and Responsibilities**

- Form a new team of treasured, current staff members focused on the family experience, composed of the Family Services and Front Desk Teams, engaged in bringing comfort, compassion and the Family House Magic to every family every day, driving even greater focus and collaboration to benefit families.
- Mentor and manage the Director of Family Services, who oversees weekly programming, support groups, meal and pantry programs, family resources such as financial support, a robust music program, engagement with UCSF social workers, and experiences of pro sports, arts, culture and entertainment.
- Mentor and manage the Hospitality Services Manager and the Front Desk Team of six staff to ensure positive family interactions, a sense of equity among families, and a welcoming experience of Family House.
- Care for the new family care team by celebrating and recognizing all those providing and



receiving care and sustaining joy for the work; as well as through monitoring and managing trauma, burnout and resilience within the team.

- Oversee Family House's social work function to enhance the well-being of families by helping them address challenges in their lives through advocacy and direct support, and by connecting them to necessary resources, which includes coordination with the UCSF social work team.
- Collaborate with the Chief Operating Officer to ensure effective technology, hospitality operations, emergency preparedness, and security to support family care and staff needs.
- Liaise with the Chief Community Engagement Officer to ensure coordination and excellent family experience in our frequent holiday celebrations, visits from therapy pets, an amazing toy program, and other programs fueled by volunteer engagement.
- Work with the Senior Leadership Team and Human Resources to share learnings and best practices with the wider staff team, and to grow empathy within our staff culture.
- Participate in the family support of the Family Services Committee of the Board to continue to build a strong volunteer-staff partnership in the family experience.
- Improve linkages between the staff and patient experience to help align individual efforts with family satisfaction, through recognition and family surveys, while reinforcing the importance of caregiving.
- Oversee an effective family admissions process to ensure that our mission is serving every family possible according to Family House guidelines and policies, which are developed in partnership with Board of Directors.
- Serve as UCSF's key Family House partner for family care, regularly meeting with the social work team and leaders in Child Life.
- Act as a resource for managing conflicts that arise in the community.
- Develop department and program budgets.
- As needed, provide flexibility to work on weekends and evenings.
- Provide the utmost heartfelt care and support in all family interactions.
- Stay current on trends in patient experience, family-centered care and behavioral health that will strengthen Family House's mission.
- Provide ongoing feedback and develop staff to gain new skills and competencies.

## **QUALIFICATION REQUIREMENTS:**

### **Education and/or Experience**

- Licensure in social work
- 10-plus years of professional experience in healthcare or a healthcare-based nonprofit organization
- Experience in managing successful mission-based care teams
- Bi-lingual Spanish preferred
- Proficiency in Microsoft Outlook, Word, Excel, PowerPoint, and hospitality and



workforce management software

- Ability to travel as needed to represent Family House
- This is a full-time role that requires onsite presence at Family House at least 4 days per week, which may fluctuate based on business needs

### **Competencies**

- Express empathy and diplomacy in family and staff interactions, including difficult situations with patients, parents, families, neighbors, board members, staff, and funders, while exhibiting a consistent level of care and professionalism
- Excellence in organizational, managerial, and communication skills
- Comfort with navigating and resolving conflict in healthcare settings
- Commitment to personal well-being
- Skilled in creating compelling written and oral communications
- Ability to represent Family House with donors and funders
- Flexible and adaptable workstyle; a leader who can positively impact both strategic and tactical initiatives
- Ability to assess situations and prioritize tasks and their levels of importance
- Skilled at establishing and cultivating strong relationships with peers across different levels of the organization and externally with key volunteers and other stakeholders
- Resourceful, with the ability to develop and implement innovative solutions to potential issues



### **Employee Benefits**

The salary range for this position is \$140,000 - \$160,000 based on experience. In addition, Family House offers a competitive, comprehensive benefits package including healthcare benefits, flexible spending accounts, 403(b) plan with an employer match, accrued sick leave and vacation and disability.

### **Equal Employment Opportunity**

Family House Inc. is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, or genetic information. Family House seeks candidates whose skills, personal and professional experience, have prepared them to contribute to our commitment to provide compassionate heartfelt care and hospitality to the families and team we serve.

### **Commitment to Diversity, Equity, and Inclusion**

At Family House, we are fostering a community where everyone can connect, belong, and grow. We embrace the diverse backgrounds, cultures and experiences of every person who walks through our doors. We are committed to building an inclusive community, nurturing a culture that is welcoming and supportive, and engaging in dialogue that deepens our understanding of each other and our roles in strengthening our home and life for all.

*(Please note that management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands).*

### **Application Process**

Please submit your resumé along with your cover letter to HR Manager, Jon Hodo, at [jhodo@familyhouseinc.org](mailto:jhodo@familyhouseinc.org).

### **Application Deadline**

End of business on Monday, February 24, 2025.