

## **Now Hiring: Family Support Specialist**

**Location:** Syracuse, NY (On-Site)

**Job Type:** Full-Time, Exempt

**Reports to:** Director of Communications & External Programs

**Salary:** \$62,500 – \$65,000, Competitive Benefits Package

### **Make a Difference Every Day**

#### **About Ronald McDonald House Charities of Central New York**

Ronald McDonald House Charities of Central New York is dedicated to supporting the health and well-being of children and families. We provide programs and services that remove barriers, strengthen families, and promote healing when children receive medical care in the Syracuse area.

We're seeking a **Family Support Specialist** who will play a key role in developing and delivering programs that enhance the emotional well-being and resilience of the families we serve. This position focuses on building strong community partnerships, expanding access to support services, and using data to continuously improve program effectiveness.

#### **What You'll Do:**

- Design and lead family-centered support programs
- Coordinate access to counseling, peer support, and wellness services
- Build partnerships with community organizations and service providers
- Support families as they transition back to their home communities
- Develop workshops and group programming with clinicians and partners
- Expand and enhance psychosocial support services
- Track outcomes and evaluate program effectiveness
- Analyze data to identify needs and improve services
- Report program impact to leadership and stakeholders

#### **What You Bring:**

- Bachelor's degree (Master's preferred) in a relevant field
- At least 4 years of experience in family services, healthcare, nonprofit programming, or behavioral health
- Experience working with families in high-stress or healthcare environments preferred
- Strong knowledge of community resources and social services
- Experience building partnerships and managing programs
- Understanding of trauma-informed care and health equity principles
- Excellent communication, organization, and facilitation skills

#### **Work Environment**

- Active, on-site role requiring movement throughout the facility
- Ability to lift up to 25 pounds
- Occasional evenings and weekends required

**Why Join Us?**

You'll be part of a passionate team driven by compassion, equity and impact helping families stay close during challenging times in their lives. We offer a collaborative work environment, opportunities for professional growth and the chance to directly support families throughout Central New York.

**Ready to Apply?**

Email your resume and cover letter outlining your experience and passion for our mission to: [careers@rmhcnny.org](mailto:careers@rmhcnny.org)