



Manager, Medical, Community and Volunteer Engagement

Name:

Job Title: Manager, Medical, Community and Volunteer Engagement **Location:** Chapter Headquarters

Reports to: Program Director, Medical, Community and Volunteer Engagement

Supervisory Responsibilities: Coordinator/Intern

Type of position: Exempt Nonexempt

Full-time Part-time Intern

Position Summary

This position is responsible for the design, development and implementation of a comprehensive volunteer program for the Chapter. This includes recruiting, assessing, orienting, assisting, communicating with, acknowledging, and retaining volunteers within the onboarding process. He/she will assist with organizing community events, trainings and gatherings of community councils. This position will support the functions of the Interactive Medical Eligibility portal within the Wish and Volunteer Center.

He/she is to act as the member of the team in supporting coworkers and supervisors in accomplishing the Chapter objective set forth by the Director, Medical, Community and Volunteer Engagement, COO and CEO. management responsibilities for one professional staff member, office interns, and volunteers.

Essential Job Functions:

Volunteer Management & Cultivation:

- Supports Director in analyzing trends and reviewing data - creating a 3-year vision for the department as well as a multi-year plans
- Ensures effective and timely communication amongst applicants to support transition to volunteer role. Establishes and implements volunteer connection with the Operations team
- Manages volunteer inquiries including questions from new volunteers to ensure retention and activation during the onboarding process
- Attends and participates in trainings of volunteers to ensure they complete onboarding
- Evaluates and establishes program for volunteering recognition, identifying opportunities for volunteer networking events. Lead recognition events and coordinates with support from Mission Delivery team
- Support departmental volunteer needs by helping to identify skilled volunteers as needed while assessing skill-sets within the onboarding process. (Wish Granting, development, Finance, IT, Community and Medical Relations, Office and Marketing)
- Establish and monitor best practices throughout the chapter to ensure volunteers remain engaged throughout onboarding process
- Collaborate with Director of Corporate Relations to recruit, identify talent and support corporate partners by connecting the volunteer vision with that of our corporate partners

Volunteer Training & Education:

- Collaborate with Chapter departments to train new volunteers to support departmental needs

- Work with chapter and department staff on designing a training schedule that fits the volunteer needs of the chapter, its communities and departments
- Conduct and attend community gatherings in all boroughs with leaders and volunteer prospects to engage, recruit and engage Mission Delivery

Medical Eligibility & Outreach:

- Supervise management of leads, provide system improvements for diagnosis verification, wish clearance and support all trainings necessary
- Support connectivity with high level community and medical partners; i.e. Mount Sinai Health System
- Other duties as assigned by supervisor

Essential Skills & Abilities:

- Understanding and knowledgeable of culturally competent practices and diverse communities
- Strong project management skills with the ability to manage multiple projects simultaneously and achieve objectives
- Excellent oral and written communication skills
- Strong interpersonal and relationship development skills
- Working knowledge of local communities, childhood development and childhood illnesses & treatments
- Must be social media savvy for research purposes; have database experience and computer proficiency, i.e.: Salesforce and Raiser's Edge is a plus
- Strong management and leadership skills
- Self-motivated, team oriented and highly organized with strong attention to detail

Essential Education & Experience:

- 4-7 years' experience in non-profit, volunteer management, community agency or hospital program services
- Bachelor's Degree in public health, human services child development or social work (MPH or MSW is a plus)

Additional Qualifications:

- Show ability to motivate and support a diverse constituency in a team-oriented atmosphere
- Commitment to and a passion for the mission of the Make-A-Wish Foundation
- Valid driver's license and reliable transportation

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. The employee is expected to adhere to all company policies.

How to Apply

****Please email your resume, cover letter and salary requirements to info@metrony.wish.org with Manager-Medical in the subject line. Applications without a cover letter and salary requirements will not be considered.****



Make-A-Wish® Metro New York and Western New York
JOB DESCRIPTION FORM

Name:	
Job Title: Associate, Wish Assists	Location: Lake Success/Manhattan Office
Reports to: Senior Director of Wish Granting	
Supervisory Responsibilities: Provide oversight/supervision of Wish Assist Program in collaboration with Senior Director of Wish Granting. Shared oversight and supervision of office volunteers.	
Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt

Reporting Structure:

The Associate, Wish Assists reports directly to the Senior Director of Wish Granting.

General Summary:

The Associate, Wish Assists is primarily responsible for management of the wish assist program. Ensuring that the program adheres to the policies, guidelines and procedures established by the National Office and local Make-A-Wish chapter.

This role is charged with building and maintaining relationships with community partners, and must be fiscally responsible by managing budgets, overseeing volunteers and interns, and obtaining in-kind donations to offset final cash expense.

Act as a member of the team in supporting coworkers and supervisors in accomplishing the Chapter objectives.

Incumbents may be required to perform other job-related tasks than those specifically presented in this description.

Principle Accountabilities:

- Review and process new assists to ensure all necessary information is received and database records are created.
- Coordinate all specific aspects involved with the wish and assists, including but not limited to: transportation, accommodations, services, activities, medical equipment, volunteer assistance and itineraries.
- Monitor progress of each wish and ensure they proceed in a timely manner.
- Maintain an accounting of expenditures, in-kind donations, and reimbursements.



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- Update and keep current wish database on each child to ensure compliance with National Standards of Use and Chapter guidelines.
- Responsible for resource raising specifically related to wish-granting program.
 1. Maximize the amount of in-kind donations.
 2. Develop relationships with vendors who may provide ongoing donated products or services.
 3. Utilize available resources provided by the National office and through local development efforts.
- Assist, as necessary, to define wish appropriate activities for children coming to New York City
- Work collaboratively with the Finance department to close out wishes
- Manage the Wish Assist Guide & Phone Greeter Volunteers and conduct trainings when necessary
- Manage the relationship between Make-A-Wish Foundation of Metro New York and Western New York and all other Make-A-Wish chapters and international affiliates for wish assists.
- Work with staff from Make-A-Wish America to coordinate national celebrity wish assists, relationships with national partners and communications/publicity on assists.
- Develop vendor relationships and acts as the foundation liaison for local sports teams and celebrities.
- Complete written evaluations annually for direct reports.
- Approve direct report hours, overtime, and time off requests.
- Participate as productive member of the team at staff meetings
- Keep abreast of National policies, guidelines and resources as they relate to the wish-granting program.
- Work to ensure consistency within the department and between regions.
- Implement and provide necessary changes and training throughout the department.
- Available for 24-hour/day, 365 days/year emergency calls.
- Communicate with Foundation Development staff to procure donations of in-kind for wish assists and for events, providing potential contacts for guest lists
- Work with Foundation Marketing and Communications staff on publicity and media pieces for wish assists.
- Assist in interviews for new employees and interns.
- Assist in conducting new employee training.



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- Represent the Foundation at events and/or trainings as requested
- Perform additional duties and special projects as assigned. This includes but is not limited to, specific database reporting, national reporting, participation on National platforms, initiatives, and Chapter initiatives.
- Maintain a high level of communication with Senior Director of Wish Granting and Volunteer Support for input and consultation.

Essential Skills and Abilities:

- Ability to manage multiple projects simultaneously and achieve objectives on a timeline
- Strong database and Microsoft Office experience
- Strong interpersonal, verbal/written and communication skills; building and sustaining productive long-term relationships
- Demonstrated ability in crisis communication and reflective listening techniques
- Excellent customer service skills
- Strong problem solving and decision-making abilities
- Detail-oriented and well organized
- Able to successfully work in a collaborative, team-oriented organization
- Ability to motivate and support a diverse constituency in a team-oriented atmosphere
- Some travel necessary through two territories; additional travel may arise on an as needed basis
- Commitment to and a passion for the mission of the Make-A-Wish Foundation

Qualifications:

- BA/BS or equivalent combination of education and work experience
- 1-3 years' experience in program management preferred
- Working knowledge of child development and childhood illnesses & treatments a plus

Physical Demands:

The physical demands and work environment listed here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable



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accommodations may be made to enable a person with disabilities to perform the essential functions.

- **Physical Demands:** While performing this job employees may occasionally be required to talk, stand or sit for long periods of time, walk, climb stairs, key data, stoop, twist, bend, crawl, speak and hear. Employees may drive a motor vehicle and may be required to travel during business hours and overnight. Person must also be able to move/lift up to 20 pounds.
- **Work Environment:** While performing this job employee is exposed to weather prevalent at the time with varying noise levels.

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I have read and I understand this explanation and job description.

Employee Signature **Date**

Supervisor Signature **Date**