

Job Title: **Manager of Volunteers & Medical Outreach**

Reports To: President & CEO

Purpose of Position: Recruit, train and inspire volunteers and interns to succeed in chapter activities and, accordingly, be responsible for planning, organizing and managing volunteer needs, and contributing to outreach efforts that ensure our volunteer base is strong throughout all 15 counties within our chapter.

Communicate Wish Child Medical Eligibility Criteria to medical professionals to ensure consistent understanding in order to reach every eligible child throughout our chapter and be responsible for the management of wish child referral intake, medical forms and database entry

Primary Responsibilities:

Volunteer Management & Outreach

- *Maintain and Develop the Chapter Volunteer and Intern Program* including providing training for success, mentoring and a leadership tract for interested and standout volunteers. Also includes territory development within the Chapter's assigned boundaries.
- *Outreach - Enlist Volunteers* by developing a network for sourcing new volunteers and strengthening relationships with current volunteers. Includes recruiting sufficient numbers to ensure a diverse volunteer corps with a wide-range of interests and abilities, screening and training, and establishing a relationship that meets both the organization's and volunteer's needs. Additionally, conduct outreach to and maintain communication with medical personnel who serve as referral sources for wishes.
- *Develop and maintain accurate communication with volunteers* including regular email contact, and regular updates on chapter Web site in conjunction with the PR/Communications Manager.
- *Train, motivate, supervise and evaluate* volunteers and interns, using a system to match volunteers/interns to appropriate assignments including, but not limited to, wish granting, fundraising, speaking engagements, and office needs.
- *Work with Make-A-Wish Staff* to identify volunteer needs and establish a yearly comprehensive department calendar outlining known volunteer needs and expectations
- *Administer the Department* through budgeting, the solicitation of in-kind support, compliance with National and local standards, evaluation of volunteers (includes background checks, reference checks, etc.), and professional self-development
- *Organize* annual Volunteer Appreciation Event.
- *Ensure* that all Foundation volunteer activities events are conducted according to chapter and National policies and guidelines.
- *Coordinate all LMS* volunteer, intern and board training as required by the National office

Wish Referral / Medical Outreach

- *Develop a thorough understanding* of medical eligibility through LMS training, national training programs, CEO and others in order to be a conduit in the

region for wish child referrals.

- *Communicate Wish Child Medical Eligibility* criteria to referral sources and medical professionals
- *Develop and maintain accurate communication with the medical community* including regular email contact and regular updates.
- *Engage Medical Advisors* through regular communication, meetings and updates from Make-A-Wish America.
- *Create and conduct* outreach activities to the medical community and referral sources to provide ongoing education about our mission and the children we serve.
- *Manage Volunteer and Wish Child Data Base* ensuring forms are returned in a timely basis
- *Manage intake of all referrals through eligibility confirmation* and in cooperation with Program Manager assign wish to Wish Granting volunteers.
- *Attend wish delivery parties* and events involving wish kids as needed
- *Accepts* other duties as assigned by the President & CEO

Board Support / Engagement

- *Work with the Board HR Committee* as needed on policy and/or situations that affects volunteers and/or as directed by the CEO

General Authority:

To work within the budgeted amount for scope of program responsibility. To solicit donations and services for the program when appropriate. To represent the Foundation.

Qualifications:

- BA/BS or equivalent of education and work experience
- Minimum 2 years of experience as a mid-level manager with supervisory, training and mentoring experience.
- Ability to manage multiple tasks effectively. Proven ability to work with diverse groups of people. Demonstrated ability to manage stressful situations. Ability to make sound decisions in a quick timeframe
- Well organized and detail oriented
- Excellent written and oral communication skills
- Proficient computer skills including Windows and Microsoft Office. Proficient with Microsoft Word and its applications including mail merging. Familiar with e-mail and Internet. Spreadsheet and database experience a plus
- Strong ability to motivate and work with volunteers
- Ability to work collaboratively in a team-oriented organization
- Volunteer management a plus

Skills & Abilities:

- Professional appearance and demeanor, aptitude for working with computers, customer service orientation, and ability to handle many projects simultaneously. Able to set goals and make steady progress toward them. Ability to see the “big picture” and understand how one’s responsibility and independence play into overall chapter performance. Interested in building base of knowledge to keep organization’s relationships in forward motion. Must have a valid driver’s license.

Expectations:

- Excellent understanding of Foundation policies and procedures especially in the area of Volunteer Management
- General working knowledge of all areas of the Foundation
- Participate fully as part of the staff team
- Take an active role in the growth of the Foundation
- Take initiative for personal and professional growth and skills training
- Commit to open and honest communication with team members

Other:

Job requires travel throughout the fifteen county region and some travel for national training opportunities.