



Make-A-Wish® Metro New York and Western New York
Coordinator, Medical Outreach

Job Title: Coordinator, Medical Outreach Location: Lake Success, NY

Reports to: Regional Director, Medical and Community Relations

Supervisory Responsibilities: Interns/MAW Volunteers

Type of position:
 Full-time Part-time Intern Exempt
 Nonexempt

Position Overview:
The Coordinator, Medical Outreach is responsible for overseeing all aspects of the referral and eligibility process to ensure all referred children are expedited through the process. He/she is to act as a member of the team in supporting coworkers and supervisors in accomplishing the Chapter objectives set forth by the Regional Director, Medical and Community Relations, Chief Operating Officer, and CEO.

- Responsibilities:**
- Coordinate referral intake and qualification process, ensuring proper data entry and management of the Wish Module System, appropriate coordination of referral documentation, and health professional records.
 - Responsible for all data entry related to wish family demographics, psychosocial information, and complexity scoring.
 - Supports Associate, Medical Outreach with regard to eligibility criteria and referrals.
 - Collaborates with Wish Granting and Volunteer team to support all communication with medical professionals.
 - Builds, develops, and coordinates with department regarding regional relationships with referral sources.
 - Evaluate:
 - Wish potential to achieve referral goals and maximize target markets.
 - Referral trends and reports for strategic planning and marketing.
 - Eligibility in accordance with national and chapter specific policies and guidelines.
 - Stakeholder satisfaction and quality assurance.



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- Identify new referral sources and communicate to Regional Director, Medical and Community Relations.
- Proactively engages in process and policy improvement efforts by keeping abreast of national policies, guidelines and resources related to referral and eligibility efforts.
- Collaborates with Associate, Medical Outreach to strategize on-going communications, including but not limited to: emails, phone calls, and mailings to families and medical professionals.
- Coordinates ongoing referral source appreciation and recognition efforts.
- Participates as a team player to attain annual goals, objectives and long range planning as directed by the Mission Delivery team.
- Safeguards confidential information per National Performance Standards.
- Works with Associate, Medical Outreach to find volunteers for external events and special projects.
- Coordinate communication and training of volunteers for events and projects.
- Assist Regional Director, Medical and Community Relations with execution of planned marketing efforts.

Essential Skills and Abilities:

- Ability to manage multiple projects simultaneously and achieve objectives.
- Strong interpersonal and verbal/written communication skills; building and sustaining productive long-term relationships.
- Efficient time management and prioritization skills.
- Working knowledge of child development, childhood illnesses and treatments.
- Must be social media savvy for research purposes.
- Proficiency in Microsoft Office Suite: Word, Excel, and Outlook required.
- Experience in Raiser's Edge a plus.
- Commitment to and passion for the mission of the Make-A-Wish Foundation.

Essential Education & Experience:

- 1 - 3 years of work experience in administration, clerical, social work or child life.
- Bachelors' degree required.



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Additional Qualifications:

- Show ability to motivate and support a diverse constituency in a team-oriented atmosphere
- Excellent communication and customer service skills
- Demonstrate a willingness to positively contribute to a team-oriented environment
- Commitment to and a passion for the mission of Make-A-Wish
- Valid driver's license and reliable transportation
- Oral and written Bilingual English/Spanish 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 accommodations may be made to enable a person with disabilities to perform the essential functions.

- **Physical Demands:** While performing this job employees may occasionally require 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 up to 20% of the time. 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.

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.

How to Apply

Please email a resume and cover letter *with* salary requirements to info@metrony.wish.org by **Friday, June 2, 2017**. Applications without a cover letter will not be considered.