



Associate, Wish Granting Volunteer Engagement & Coaching

Name: Open Position	
Job Title: Associate, Wish Granting Volunteer Engagement & Coaching	Location: New York, NY
Reports to: Assistant Director, Wish Granting and Volunteer Support	
Supervisory Responsibilities: None	
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

Position Overview:

The Associate, Wish Granting Volunteer Engagement & Coaching contributes to the mission of our organization by coordinating the process of matching volunteers to eligible children based on language, geography and other relevant factors. This position maintains frequent contact with families and volunteers as they await a suitable match and follows up on interview dates to ensure paperwork is submitted in a timely manner. This position ensures quality control of volunteers through surveying feedback on volunteer performance and addresses concerns through additional training, reassignment or removal of volunteers. New volunteers are supported through virtual coaches which this position is also responsible for coordinating.

Essential Job Functions:

- Maintain and update list of eligible children to be assigned including updated contact and medical information. Remain in frequent communication with each family.
- Maintain and update list of active wish granting volunteers including details on relevant skills such as languages. Remain in frequent communication to ensure they remain in compliance and engaged.
- Recruit and manage Virtual Coaches – a cadre of experienced volunteers willing to mentor new volunteers.
- Assign Virtual Coaches to all new volunteer teams.
- Create and distribute weekly newsletter to all active wish granting volunteers.
- Assign wishes by matching suitable volunteers with eligible children, including instructions, relevant forms and frequent follow up.
- Arrange for interpretation services for non-English speaking families as needed.
- Maintain accurate and current notes in each family and volunteer record, in both Raiser’s Edge and WishNet.
- Build and maintain relationships with wish granting volunteers to ensure open dialogue and compliance with National Performance Standards and Chapter-wide policies and guidelines.

Make-A-Wish Metro New York and Western New York is an equal opportunity employer



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- Update and keep current wish database and equivalent physical files on each child and volunteer to ensure compliance with National Standards and Chapter guidelines.
- Draft and implement surveys to collect feedback on the volunteer experience/performance through peers, families and individually. Utilize feedback to inform future volunteer assignments.
- Track volunteer engagement through number of wishes assigned and/or hours of volunteer service.
- Close out records due to loss of contact or place on hold when medically necessary based on chapter guidelines and policies.
- In collaboration with chapter staff, serve as a trainer for Wish Granting Volunteer training.
- Supervise volunteers and interns as assigned
- Represent the organization at events as requested.

Essential Skills and Abilities:

- Ability to manage multiple projects simultaneously and achieve objectives.
- Strong interpersonal and verbal/written communication skills; building and sustaining long-term relationships.
- Excellent communication and customer service skills.
- Detail-oriented and well organized.
- Able to successfully work in collaborative, team-oriented organization.
- Ability to motivate and support a diverse constituency in a team-oriented atmosphere.
- Proactive in spotting and addressing areas needing improvement.
- Commitment to and a passion for the mission of the Make-A-Wish Foundation.
- Database and Microsoft Office experience.
- Some travel may arise on an as needed basis.

Qualifications:

- Bachelor's degree required
- Bilingual English/Spanish required