



Make-A-Wish Foundation® of Metro New York and Western New York
DIRECTOR, VOLUNTEER ENGAGEMENT

Job Title: Director, Volunteer Engagement	Location: Long Island, NY
Reports to: Chief Operating Officer	
Supervisory Responsibilities: One (1) Volunteer Relations Associate; One (1) Volunteer Relations Coordinator	
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
<p>Make-A-Wish Metro New York and Western New York grants the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength and joy. Nationally, Make-A-Wish is recognized as one of the top-10 children’s charities in America. The Metro New York and Western New York chapter has been recognized regionally and nationally for its stewardship and workplace culture, has been awarded 4 stars from Charity Navigator, named one of the <i>50 Best Nonprofits to Work For (2010-2012)</i> by The Non-Profit Times, and was a finalist of the 2013 New York Community Trust–New York Magazine Nonprofit Excellence Awards. The chapter has won the prestigious <i>Power of One Award</i>, presented annually by Make-A-Wish America to the chapter that contributes significantly to the greater good of the Make-A-Wish Foundation beyond their own territory, the only chapter to win the award twice.</p> <p>The Metro New York and Western New York chapter serves a 23-county region, including the five boroughs of New York City; Nassau County, Long Island; as well as Buffalo, Rochester and 17 counties in Western New York. The chapter raises more than \$11 million annually, of which more than \$10 million is derived from fundraising. The organization celebrated its 30th Anniversary and the granting of its 10,000th wish in Metro New York in 2013.</p> <p><u>Reporting Structure:</u> The Director of Volunteer Engagement reports directly to the Chief Operating Officer. He/She leads, establishes and supervises all protocols and activities related to volunteer training/development; engagement, recognition, retention, outreach, administration, communication, and continuing education for Make-A-Wish Metro New York and Western New York volunteers.</p> <p><u>General Summary:</u> Make-A-Wish seeks a Director, Volunteer Engagement who is both excited about and experienced in Non-Profit Volunteer Engagement. The Director, Volunteer Engagement position is an important component of the Make-A-Wish organization who will help identify, engage, cultivate, solicit, and steward current and prospective volunteers. This newly-created position will be responsible for the planning, recruitment and retention of a diverse volunteer workforce. The new department/structure requires this individual to lead the targeted recruitment of volunteers.</p> <p>Our Volunteer Corps is approximately 1,075 people strong, with 70% of our volunteers currently residing in the Metro NY region (NYC boroughs, Nassau County,) and Western NY markets (i.e., Buffalo and Rochester.)</p>	



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Principle Accountabilities of the Director of Volunteer Relations:

Volunteer Management & Cultivation:

- Understand the future of volunteerism by analyzing trends and reviewing data – creating a 5 year vision for the department as well as multi-year plans
- Research and analyze volunteer and internship activity throughout the chapter and assess specific needs within the regions. This includes all chapter departments (WG, development, Finance, IT, Volunteer Relations, Medical Outreach, Office, Marketing & Community Relations). Determine where proactive recruiting is necessary and implement recruitment initiatives
- Establish and monitoring best practices throughout the chapter to ensure volunteers remain active, continue their engagement, relationship and satisfaction through surveys, focus group, etc.
- Recruit, identify talent and support corporate partners by connecting the volunteer vision with that of our corporate partners
- Create and supervise volunteer recognition and stewardship activities that support the chapter's efforts to provide a mutually satisfying volunteer experience and ensure retention of volunteers

Volunteer Training & Education:

- Work with chapter and department staff on design and implementation of a volunteer training curriculum and schedule that fits the volunteer needs of the chapter, its regions' and departments'
- With input from the team, establish, maintain and monitor the chapter's Volunteer Communications such as e-newsletters, social media groups, volunteer e-newsletter and website content
- Design and implement volunteer and internship training reflecting Make-A-Wish guidelines and the specific needs in each market
- Research and develop training curriculums for ongoing education of all volunteers
- Provide training for department and chapter staff to utilize and empower them in training and engaging the volunteer and internship base
- Review and update volunteer and internship training manuals on an annual basis
- Conduct and attend regional trainings and meetings with volunteers at least twice each year to provide feedback and continuing training

Volunteer Administration:

- Supervise and ensure the implementation of best practices related to data in compliance with the National Standards and chapter guidelines
- Assist Regional staff in the management, supervision and discipline of all active volunteers
- Keep abreast of National policies, guidelines and resources as they relate to the volunteer program and share them with the team
- Supervise and ensure the timely fulfillment of volunteer requirements such as background checks (every 3 years) and conflict of interest forms (annually)
- Create, monitor and manage the roles of Volunteer Coordinator and Associate to ensure maximum impact on efficiency and retention



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Qualifications

- Bachelor's degree and 7-10 years of full time work experience in related not-for-profit and/or alumni relations; Master's degree preferred
- Experience in creation and implementation of adult-learning modules for volunteer programs
- Experience in working with Raiser's Edge & Salesforce database helpful
- Detail-oriented and well organized
- Ability to build, motivate and support a diverse constituency in a team-oriented atmosphere
- Excellent communication and customer service skills and able to successfully work in a collaborative, team-oriented organization
- Commitment to and a passion for the mission of Make-A-Wish

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 submit a resume and cover letter with salary requirements to info@metrony.wish.org by **Friday, July 14, 2017**. Applications without a cover letter will not be accepted.