



"Together, we create life-changing wishes for children with critical illnesses."

JOB ANNOUNCEMENT

Volunteer Services Coordinator – Full Time/Non-Exempt Make-A-Wish Orange County and the Inland Empire®

At Make-A-Wish Orange County and the Inland Empire, we grant life changing wishes to children with critical illnesses. This position is responsible for overseeing general volunteer recruitment, retention, training, and administration, with focus on the ongoing management of general volunteers to support the staff.

Essential Job/Position Functions:

Recruitment and Onboarding

- Respond to chapter volunteer and intern interest and inquiries (from groups and or individuals).
- Manage and respond to all volunteer applications.
- Process volunteer and intern onboarding documents including background checks.
- Prepare training materials and conduct regular volunteer information, orientations, and continuing education sessions to recruit and educate volunteers.
- Recruit, interview, place, and manage all volunteers and interns in accordance with Chapter needs (region, critical skills, etc.).
- Create new strategies for recruitment in hard-to-reach, high-need areas in the Inland Empire and Spanish-speaking volunteers.

Record Keeping and Reporting

- Conduct regular volunteer file audits to ensure all required paperwork is up to date.
- Manage chapter's master volunteer database and general volunteer files.
- Track and report volunteer applicant data, statistics, and wish involvement history.
- Maintain confidentiality of sensitive volunteer information.

Wish Granting Support

- Work with Mission Delivery department to identify volunteer needs for wish granting
- Oversee chapter's Speaker Bureau and Wish Ambassador programs.
- Coordinate speaker requests and assign/communicate with Speakers for speaking events.
- Contribute volunteer content for printed and electronic newsletters (Volunteer Vision, Warm Wishes, and Wishful Thinking)

Event Support

- Work with Development department to identify volunteer needs and trainings for events
- Assist with major events as needed (Gala, It's In the Bag, Trailblaze Challenge, etc.)

Leadership and Communication

- Work with interns, volunteers, and/or staff to complete translation of volunteer recruitment materials to Spanish.
- Send regular communication to volunteers.
- Create and develop useful tools for volunteers.
- Coach, mentor, and develop volunteer team
- Serve as integral member of the Volunteer team, participating in overall goals, policies and budgets while establishing a culture of working together to achieve the mission of the chapter.
- Advise direct supervisor of matters of importance relating to areas of responsibility.
- Work with the Wish and Development departments to enhance ongoing campaigns.
- Prepare and update policies, practices, and guidelines for areas of responsibility.
- Manage all administrative and operational processes in accordance with Chapter standards, policies, and practices

as well as MAWFA Performance Standards and Guidelines.

- Utilize and incorporate MAWA Daily Wish resources as appropriate.
- Assist with other Volunteer support tasks as assigned.

Job/Position Skills:

- Excellent verbal and written communication skills, including public speaking in English.
- Creative thinker and self-starter.
- Requires ability to speak publicly to train and recruit volunteers.
- Exceptional interpersonal skills and ability to work independently with staff and volunteer members, demonstrate good customer service and exhibit professionalism.
- Must demonstrate follow-through as well as initiative.
- Self-motivated and thrives in a team-oriented environment.
- Must be familiar with Irvine, Riverside, and San Bernardino counties.
- Must be able to maintain composure under pressure or stressful situations.
- Time management skills with the ability to prioritize and coordinate multiple projects against competing deadlines.
- Ability to handle challenging situations with diplomacy and tact.
- Ability to work a flexible schedule - including some weekends and evenings.
- Ability to maintain confidentiality.

Job/Position Qualifications:

- College Degree preferred.
- Bilingual preferred (English/Spanish).
- 3-5 years proven nonprofit or coordinator experience.
- Knowledge in using Blackbaud/Raiser's Edge/Salesforce database system preferred.
- Excellent computer skills (Microsoft Office, Word, PowerPoint, Excel and Outlook) and email communication.
- Ability to speak, read, and write in English.
- Requires a passion for and commitment to the work of Make-A-Wish.
- The ability to drive a car, lift 25 pounds in and out of a vehicle, sit and work at a computer or stand for periods of time.

Working safely is a condition of employment. Make-A-Wish Orange County and the Inland Empire is a drug-free workplace. The employee will be expected to work the hours necessary to meet the position requirements.

Make-A-Wish Orange County & the Inland Empire is committed to championing diversity, equity, and inclusion, fostering an organization that is accessible and welcoming. Make-A-Wish is an Equal Opportunity Employer and provides equal employment opportunities to all candidates without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, marital status, ancestry, physical or mental disability, veteran status, or any other legally protected characteristics. Make-A-Wish Foundation is committed to providing reasonable accommodations, as required by law.

TO APPLY:

Submit cover letter and resume to jobs@ocie.wish.org

Subject line should read "Volunteer Services Coordinator"

No phone calls please.