



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

JOB ANNOUNCEMENT

Senior Wish Coordinator – Full Time/Non-Exempt
Make-A-Wish Orange County and the Inland Empire®
Hourly Rate: \$25.00/hour

At Make-A-Wish Orange County and the Inland Empire, we grant life changing wishes to children with critical illnesses. At Make-A-Wish Orange County and the Inland Empire, we grant life changing wishes to children with critical illnesses. The Senior Wish Coordinator is responsible for overseeing the daily management of the wish process, in addition to planning individual wishes. The primary area of responsibility is to ensure wish quality and consistency. The position includes supervision of three full-time staff members.

Job/Position Functions:

- Manage individual case load of wishes - granting 50-75 wishes per year
- Communicate with health care professionals, volunteers, and family members to ensure each wish proceeds in the best interest of the child
- Manage and report national and local in-kind relationships
- Ensure completion of family documentation and surveys
- Lead quarterly peer trainings
- Close files within 30 days of wish granting
- Responsible for large scale wish design
- Possess thorough understanding of all local and national wish granting policies and best practices
- Supervise staff and advise Wish Coordinators on challenging wish situations and escalate to the Vice President as appropriate
- Protect the privacy and rights of all wish children and their families
- Prepare agendas and coordinate meetings, opening channels of communication internally and externally
- Adhere to all administrative and operational processes in accordance with Chapter standards, policies and practices including the employee handbook, as well as MAWFA Performance Standards and Guidelines
- Other duties as assigned

Job Skills:

- Proven career track record that shows stability with an organization and a demonstrated ability to develop, nurture and build relationships
- Demonstrated skills in managing and goals
- Anticipate requirements, multi-task, and manage priorities of self and others in complex, demanding situations
- Proven team leadership and ability to work collaboratively to ensure strong departmental and Chapter structure.
- Team player who can give and take advice and support to ensure the fulfillment of the Foundation's mission
- Adherence to deadlines, strong organizational and time management skills with attention to detail
- Excellent verbal and written communication skills to clearly communicate with all employees, interns, volunteers, donors, the Board of Directors, CEO and other senior executives in a clear, business-like and respectful manner, which focuses on generating a positive, enthusiastic and cooperative work environment.

Job Qualifications:

- Bachelor's degree (or higher) in related field
- Bilingual- English/Spanish required
- 3-5 years of nonprofit experience
- 2-4 years of supervisory experience preferred
- Demonstrated ability to lead and develop a team
- Excellent verbal and written communication skills
- Effective public speaking skills
- Strong organizational skills
- Flexibility to work nights and weekends
- Must have working cell phone
- Proficiency in Microsoft Office Suite.
- Ability to maintain confidentiality.
- Ability to speak, read, and write in English.
- Requires a passion for and commitment to the work of Make-A-Wish.
- Requires reliable transportation, the ability to 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 "Senior Wish Coordinator".

No phone calls please.