



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

JOB ANNOUNCEMENT

Volunteer Engagement Manager – Full Time/Exempt
Make-A-Wish Orange County and the Inland Empire®
Salary: \$66,560

The Team

Together, we create life-changing wishes for children with critical illnesses. From our humble beginnings with one boy's wish to be a police officer, we have evolved to be one of the world's leading children's charities, serving children in every community in the United States and its territories. With the help of generous donors and over 350 volunteers, Make-A-Wish Orange County and the Inland Empire granted 240 wishes last fiscal year. With a dedicated and collaborative staff, team members who are mission-driven and motivated enjoy playing a role in the significant statewide impact of Make-A-Wish Orange County & the Inland Empire. Our chapter headquarters is in Irvine, CA with regional staff representing Orange, Riverside and San Bernardino Counties. The Volunteer Engagement Manager reports to the VP of Mission Delivery.

Job Summary

Our volunteer program is an integral part of fulfilling our mission as well as the goals within the chapter. The Volunteer Engagement Manager is a key contributor to our mission by mobilizing, leading, and supporting volunteer activity. This position works closely with a network of volunteers across the 3 counties in our chapter to grant high-quality, life-changing wishes by engaging local wish communities to their fullest potential. The Volunteer will also lead the internship program and the beginning phases of the Wish Alumni program.

Essential Job Functions and Responsibilities:

Volunteer and Intern Engagement

- Assess organizational needs and opportunities for volunteers, promote organizational readiness, research and analyze related programs and services.
- Respond to volunteer inquiries, administer the screening and on-boarding process to applicants including completion of the volunteer application, interview, background check, relevant training(s) and any other requirements.
- Develop and/or maintain up-to-date volunteer and intern position descriptions and performance objectives for volunteer roles.
- Delegate tasks to volunteers and supervise and coach volunteers.
- Manage the chapter's internship program including recruitment, screening, placement, and evaluation. Facilitate intern onboarding and provide on-going supervision and support to interns.
- Develop, implement and/or maintain up-to-date goals and objectives, policies and procedures, supporting tools and resources, evaluation and risk management plans and benchmarks for volunteer services.
- Assist volunteers in understanding the various policies and guidelines that impact their role with the organization to comply with all chapter and National standards.
- Assess potential risks and liabilities of volunteer activities and behaviors, elevating to the VP of Mission Delivery when necessary.
- Design, implement and evaluate communication plans for volunteer services.
- Update and maintain electronic volunteer records and data in secure storage in compliance with chapter and National requirements.
- Develop, implement and evaluate volunteer recognition plans.

Wish Alumni Engagement

- Develop an Alumni Engagement Strategy
- Work closely with the department/team leads in Individual Giving, Program, Volunteers, Events, and Marketing to coordinate resources, develop strategy, and implement the Alumni program throughout the wish granting process to achieve maximum effectiveness and results.
- Work with the CDO to define yearly growth plans, goals, and solicitation of Wish it Forward families and prospective families
- Work with Marketing team to identify wish alumni to serve as ambassadors of the program (i.e. sharing stories and experience)
- Connect wish families to the departments where they wish to be engaged: Volunteer, Individual Giving, Events or Marketing (sharing their story through various means)
- Manage alumni and family involvement in internal, external, corporate, and community events, such as: Annual Events; Kids For Wish Kids/Wishmakers on campus; Alumni/Youth board support; Workplace giving
- Oversee and train volunteers to conduct post-wish calls with wish recipients and/or family and organize an efficient reporting process for key stakeholders.
- Develop and execute program communications and collateral in partnership with Marketing Team ensuring that all work reflects positively on the Make-A-Wish brand, including social media and outreach sources.

Job Skills and Qualifications:

- Bachelor's Degree in nonprofit administration, communications, business, human resources, psychology or another relevant field
- Minimum five years of project management, special events or volunteer management experience, or other relevant volunteer or nonprofit experience
- Flair for cultivating and stewarding professional relationships with a diverse constituency and interpersonal skills to build relationships
- Work independently while thriving in a collaborative, team-oriented environment
- Convey enthusiasm for volunteerism and ability to motivate others
- Professional demeanor and adaptable to change. Ability to quickly learn new skills and technologies.
- Resourceful with the ability to solve problems and resolve conflict in an efficient and professional manner
- Be a confident and capable public speaker, able to present to groups and facilitate training activities
- Strong written and verbal communication, project management, organizational skills and attention to detail
- Proficiency in Microsoft Office Suite.
- 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.

TO APPLY:

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

Subject line should read "Volunteer Engagement Manager".