



Position

Volunteer and Wish Coordinator

Make-A-Wish

Make-A-Wish® was founded in 1980 in Phoenix as the result of the efforts of a group of caring Arizonans who granted the wish of 7 year-old leukemia patient, Chris Greicius, who wanted to be a police officer. For one magical day his wish came true. He was given an official DPS uniform made just for him, he was sworn in as a police officer, rode in the helicopter, visited the director, and was certified as a motorcycle officer. This experience meant so much to Chris that when he passed away he was buried in the uniform that was made for him as part of his wish. Those involved in that first wish realized what a great gift they had given to Chris and his family and vowed to do it for other children. From that grass root effort Make-A-Wish® evolved to become the world's largest wish granting organization, with 62 chapters in the United States and 35 affiliates throughout the world, granting wishes in almost 50 countries. Last year the various chapters comprising Make-A-Wish® America granted 14,000 wishes. The mission statement says it all:

We grant the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength, and joy.

Make-A-Wish® Kansas

Make-A-Wish® Kansas granted its first wish in January 1985, when 10-year-old Rhonda from Hiawatha, KS wished to ride a horse in an Arizona parade with her former neighbor. To date, Make-A-Wish® Kansas has granted nearly 1,400 wishes. We are challenged to raise enough money to grant all the wishes that come our way and currently have more than 126 children waiting for their one true wish. The Kansas chapter serves 99 out of 105 counties in the state of Kansas. We grant the wish of every eligible child referred to us, but sometimes the wait for that wish is longer than we would like. Thanks to our generous sponsors, donors and volunteers, we continue to make dreams come true throughout the state of Kansas. Make-A-Wish® Kansas is a 501(c) 3 organization reporting to a 12-15 member Board of Directors. Our chapter office is located at 1144 N. St. Francis in Wichita. Nearly, 100 volunteers serve the organization in a variety of ways, most of them focused on wish granting activities.

The Successful Candidate

Our Volunteer and Wish Coordinator will be an inspiring leader with outstanding communication and interpersonal skills. A collaborative style resulting in a strong departmental and Chapter structure, ensuring success for all. Displaying a strong understanding of the urgency of the need to coordinate, plan and execute relationships with volunteers to ensure their investment in wishes for eligible children within the policies and procedures by Make-A-Wish® America and Make-A-Wish® Kansas. Excellent customer service and attention to detail while being responsible for coordinating logistics of the chapter's volunteer activities. Leveraging the resources of others to ultimately improve the delivery of the mission in the chapter's 99 counties to ensure we reach every eligible child.

The successful candidate will perform effectively in times of stress, not get bogged down in details, and will be flexible and adaptable to situational changes.

Reporting Structure

The Volunteer and Wish Coordinator reports to LeAnne Miller, the President and CEO of Make-A-Wish® Kansas.

This position is focused on providing an exceptional experience for both our wish families and our volunteers. From building a solid infrastructure of volunteer support through recruitment, training and engagement opportunities to assigning wish granters to new families, the Volunteer and Wish Coordinator is responsible for the wish journey for every child.

Volunteer Responsibilities

- Grow the volunteer and internship programs
- Recruit, screen, coordinate all logistical aspects of training, orienting, and onboarding volunteers and interns
- Coordinate volunteer and intern application process and ensure process
- Meets all compliance and performance standards
- Welcome new volunteers and create plan for engagement
- Ensure volunteer recommitment paperwork completion annually
- Initiate appropriate background checks for new and existing (every 3 years) volunteers
- Maintain integrity of volunteer data within Raiser's Edge and utilize system to track volunteers
- Schedule volunteers for special events, including internal, external and community booth opportunities (researched and planned)
- Facilitate consistent communications to inform volunteers of upcoming opportunities through channels including but not limited to Wish Wednesday
- Work with team to develop, maintain and report on annual volunteer satisfaction survey and any other activity-specific volunteer feedback
- Collaborate with the team to plan, create and implement volunteer and intern recognition programs
- Partner with current volunteers and community groups to recruit volunteers, particularly in needed areas and/or in diverse communities
- Coordinates and grants a caseload of wishes.
- Work with President and CEO with processing volunteer board member paperwork

Other Responsibilities

- Maintain and ensure confidentiality of wish children and their families in accordance with National and Chapter policies and guidelines
- Learn and abide by national office and chapter policies, guidelines and procedures
- Follow and keep up to date all documented processes and procedures for internal controls
- Assist in annual budget development and implementation

Qualifications

- BA/BS or equivalent combination of education and work experience
- Team player who is positive, friendly, proactive and supportive
- Sincere commitment to work collaboratively and build relationships with diverse constituent groups, including staff, interns, board members, volunteers, donors, other supporters
- Demonstrated ability in clear and effective written and verbal communication
- Ability to deal with sensitive information with a high level of trust and confidentiality
- Self-motivated, flexible, well organized and detail-oriented to prioritize work and meet deadlines in a fast-paced office environment; ability to tolerate ambiguity and manage change
- Excellent project management skills
- Willingness to travel statewide as needed with flexible hours required
- Proficient in Microsoft Office Suite; experience with Blackbaud/Raiser's Edge preferred; capacity to learn new programs
- Working knowledge of nonprofit fiscal management, including fund accounting and budgeting.
- Eagerness to continually improve and learn new things
- Ability to work autonomously in a changing environment while keeping the CEO appropriately apprised of issues, problems, opportunities and progress.

- Possess the ability to manage, prioritize and balance multiple tasks and initiatives while meeting expected deadlines
- A genuine commitment to the mission, values and a passion for the work of Make-A-Wish.
- Valid driver's license and reliable transportation
- Physical requirement: Must be able to lift/carry and handle a minimum of 40 pounds
- Other duties as assigned by the President and CEO.

Note: Make-A-Wish® Kansas reserves the right to amend this job description as operational needs dictate.

Supervision Received and Exercised

The Volunteer and Wish Coordinator receives supervision from the President and CEO and supervises all wish granting and chapter volunteers except for the board of directors.

How to Apply:

Email resume, cover letter and salary history to Make-A-Wish® Kansas at: bparedes@kansas.wish.org