



## Mission Delivery Internship Opportunity

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The mission of Make-A-Wish® is to create life-changing wishes for children with critical illness. This internship is a meaningful opportunity to share in the power of a child's wish come true, while gaining relevant professional experience at one of the leading Make-A-Wish chapters in the country.

Mission Delivery interns provide support within the three critical areas of the department: Wish Granting, Medical Outreach, and Volunteer Management. The Mission Delivery team provide wish services to and for our wish children and their families, medical professional outreach, and volunteers.

### **BASIC TASKS INCLUDE, BUT ARE NOT LIMITED TO:**

#### Wish Granting:

- Provide support to the Director of Wish Granting and Wish Coordinators with daily tasks associated with wish granting
- Assisting with wish requests, wish mailings, research, etc.
- Soliciting in-kind donations from vendors
- Assisting with data entry of wish-children and family information

#### Medical Outreach:

- Provide support to the Intake Coordinator with the daily tasks associated with Medical Outreach
- Assist in the overall intake and eligibility procedures, including acquiring and processing required paperwork from medical professionals
- Assist with communicating with medical professionals
- Assist with the proper data entry into our database (Raiser's Edge/Salesforce) for potential wish kids.
- Provide additional medical outreach support when needed

#### Volunteer Services

- Provide support to the Senior Manager of Volunteer Programs with daily tasks such as responding to volunteer inquiries via email and phone
- Help process volunteer applications and assist with the steps of the application process
- Conduct follow-up phone calls with volunteer applicants to acquire outstanding information
- Help manage volunteer outreach using social networking tools such as Facebook, Twitter, Idealist.org, and VolunteerMatch.com
- Seek out community events and speaking engagements to recruit more volunteers in needed regions and represent the organization, if necessary
- Assist with data entry and ensure data quality of volunteer statistics using our database
- Help with planning and facilitation of all volunteer trainings and additional events

#### General

- Assist with answering phones for the organization as needed
- Support the retrieval and processing of Mission Delivery mail
- Conduct tours of the Samuel & Josephine Wishing Place, if needed
- Represent Make-A-Wish New Jersey at annual events as a liaison and support figure for wish families who are in attendance.
- Adhere to all Make-A-Wish® America performance standards and Make-A-Wish® New Jersey policies and procedures.

## REQUIREMENTS:

- College level student receiving credit for internship
- Possess superior interpersonal skills, with the ability to deliver exceptional customer service to a diverse group of constituents
- Excellent organization, communication (verbal and written) and administrative skills; knowledge of standard office protocols and behaviors
- Ability to successfully work in, motivate, and support a collaborative, team-oriented organization.
- Ability to manage multiple projects simultaneously and achieve objectives with a sense of urgency.
- Strong working knowledge of Microsoft Office 2010 or above
- Self-Starter with attention to detail
- Maintain sensitivity and confidentiality of all information received, especially of families being served by the Foundation; personal integrity is essential.
- Flexibility with hours for night/weekend planned events.
- Must pass background check, if accepted for this internship.

***This internship is an unpaid position.***

***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.***

***Please email cover letter and resume to [internship@nj.wish.org](mailto:internship@nj.wish.org) specifying this opportunity in the subject line, the semester you are interested in and if college credit will be received. No phone calls please.***