



Job / Position Title: Wish Coordinator (Stafford - Texas)
Department: Mission Delivery
Supervisor: Vice President of Mission Delivery
Status & Classification: Full-Time & Non-Exempt
Date: September 2022

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 nearly 100 local volunteers, Make-A-Wish Texas Gulf Coast and Louisiana granted 415 children's wishes last year.

Position Summary: Responsible for assisting the Mission Delivery team with executing the goals and objectives of Wish Granting. This is a great opportunity to share in the power of a child's wish come true, especially at one of the leading Make-A-Wish chapters in the country, as well as a tremendous opportunity to play a crucial role in our success, make an immediate impact, and experience profound job satisfaction/fulfillment.

Duties and responsibilities:

- Manage, plan and supervise a caseload of wishes.
- Plan wishes while working closely with wish families, volunteers, and vendors.
- Coordinate all specific aspects involved with the wish, including but not limited to: transportation, accommodations, services, assisting chapters, medical equipment, liability forms, and itineraries.
- Manage wish data and equivalent paper files on each child to ensure compliance with National Standards and Chapter guidelines.
- Establish a wish budget within the guidelines set forth by the Chapter's budget, receive approval on all budgets by Vice President of Mission Delivery.
- Monitor progress of each assigned wish and ensure wish proceeds in a timely manner.
- Provide proper reporting and back up, i.e. credit card authorizations, purchase orders, gift in-kind forms.
- Administer and file all procedures required for completion of a wish.
- Effectively perform crisis communication and reflective listening techniques with wish families.
- Provide written record of all communications for each wish (telephone calls, emails, follow-up, medical equipment needed, etc.).
- Provide 24-hour on-call coverage on active wishes as needed.
- Represent Make-A-Wish Texas Gulf Coast and Louisiana at annual events; work as a liaison and support figure for wish families who are in attendance.

- Maintain sensitivity and confidentiality to families being served by the Foundation.
- Adhere to all Make-A-Wish® America performance standards and Make-A-Wish® Texas Gulf Coast and Louisiana policies and procedures.
- Follow up with medical authorization forms as needed.
- Administer and file all procedures required for completion of a wish and file closure.
- Handle routine phone calls and emails for Wish Granting information.
- Supervise and support interns involved in the wish program through their university internship program.
- In-person position at our Stafford office in Texas.

Knowledge and Abilities

- Ability to manage and prioritize multiple tasks effectively.
- Detail-oriented and well organized.
- Ability to motivate and support a diverse constituency in a team-oriented atmosphere.
- Provide excellent customer service and representation of Make-A-Wish to external supporters and all wish families.
- Fulfill wishes and interact with families in a compassionate and caring manner, sensitive to the challenging circumstances that may be present in families' lives.
- Able to successfully work in, motivate, and support a collaborative, team-oriented organization.
- Commitment to and a passion for the mission of Make-A-Wish Texas Gulf Coast and Louisiana.
- Confidentiality and personal integrity are essential.
- Experience with developing and implementing creative solutions to time sensitive work.
- Proficient computer skills in Microsoft Office and database management (preferably Raiser's Edge and/or Salesforce).

Desired Qualifications

- Bachelor's degree required.
- Related work experience (1-3 years) in social services concentration.
- Bilingual English/Spanish is a plus.

Working Conditions

This position will be based in the Stafford, TX office. The position requires the individual to work in an office environment in a shared office space. Candidate must be willing to work some nights/weekends.

Join Our Team of Inspired People Transforming Lives

We are more than a great place to volunteer - our work is life changing. We are an inclusive and diverse group of people who, through a mosaic of backgrounds, thoughts and experiences are united in purposeful work. We are fueled and guided by our values - values that are represented in the inspired people we work with and the transformational work we do every day.

We respect and ensure equal opportunity, regardless of race, religion, ethnicity, national origin, age, gender identity, sexual orientation, disability, perceived disability, and other legally protected characteristics.