



Outstanding opportunity to serve in a senior leadership role at a high-performing chapter.

Job / Position Title: Vice President of Mission Delivery
Reports to: President and CEO
Supervises: Three (3) Direct Reports

- **Wish Manager**
- **Volunteer Manager**
- **Medical and Community Outreach Manager**

Status & Classification: Full-Time & Exempt

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 400 volunteers, Make-A-Wish Central & Northern Florida granted 367 wishes last year.

Position Summary

We are seeking a Vice President of Mission Delivery who will serve as a key member of the chapter's leadership team by overseeing Wish Granting, Volunteer Services, and Medical Outreach. This position is responsible for the strategic vision, planning, budgeting, reporting and wish fulfillment for Make-A-Wish Central and Northern Florida in fulfilling its mission to create life-changing wishes for children with critical illnesses.

Leadership Responsibilities:

- Provide comprehensive leadership, accountability and mentoring to all members of the Mission Delivery team and staff as part of the Make-A-Wish Central and Northern Florida Senior Leadership Team.
- Create and implement annual Mission Delivery vision and strategy to meet and/or exceed the number of budgeted wishes.
- In collaboration with CEO, create, develop, implement, and monitor strategy to achieve Make-A-Wish Central and Northern Florida's goals for wish growth/granting.
- Serve as staff liaison with the Board of Directors Program Chair and full Board regarding the Mission Delivery function.
- Serve as part of the chapter's management team and participate on National task forces, platforms, and initiatives, representing the Central and Northern Florida Chapter.
- Contribute to and help craft the annual communications plans to referral sources, volunteers, and wish families. Ensure program marketing collateral and materials are consistent with brand.

Wish Management Responsibilities:

- Directly supervise Mission Delivery Team.
- Assign goals and complete year-end performance reviews for direct reports.
- Collaborate with Wish Manager, Volunteer Manager, and Medical and Community Outreach Manager to create goals to support Mission Delivery initiatives.
- Provide on-going feedback and coaching for direct reports and across the Mission Delivery Team.
- Drive the strategic vision and establish processes for prioritizing and fulfilling a targeted number of wishes. This involves estimating and communicating budgetary expectations for upcoming wishes in alignment with yearly goals.
- Analyze wish pipeline to determine timeliness of each step to ensure wishes are moving through the system in a timely manner by tracking wish statistics, wish-child information, and department budget goals.
- Approve individual wish budgets and audit details to ensure accuracy, due diligence, and good stewardship of donated dollars entrusted to our organization.
- Create actions to maintain high standards of Chapter and National benchmarks by conducting departmental meetings to review wish budgets, process management, consistency, and timely wish fulfillment.
- Ensure risk management by consistently enforcing compliance with National and Chapter wish granting policies, guidelines, standards, and procedures to maintain a consistent level of program quality.

- Support the cultivation and solicitation process of an aggressive in-kind donation program by seeking renewable and regional partnerships to facilitate in-kind resources for wish granting.

Community Engagement and Outreach Responsibilities:

Medical Community Engagement and Strategy:

- In partnership with Medical and Community Outreach Manager, oversee medical eligibility assessments and outreach initiatives, ensuring that referrals are diligently pursued to maximize wish potential.
 - Support in the design and execution of annual medical outreach and/or referral plan.
 - Evaluate referral trends and identify new referral markets to strategically determine best outreach efforts to ensure the chapter is reaching every eligible child.
 - Consistently evaluate the volume of referrals received by the chapter have the proper resources in place to grant within a 12-month period.
 - Support in building and sustaining relationships with referral sources through stewardship.
- Training and Education
 - Support in the training of new referral sources on program and eligibility determination.

Volunteer Engagement and Strategy:

- In partnership with Volunteer Manager and Team, oversee wish granter training and overall volunteer management including recruitment, retention, and recognition.
- Provide vision for delivery of wish-granting volunteer services, including needs assessment, recognition and appreciation, training, program development, recruitment, and resource development.
 - Support recruitment strategies needed for wish granting volunteers.
 - Consistently evaluate whether there are an adequate number of wish-granting volunteers to support quality wish granting.
 - Co-lead and facilitate volunteer wish granting training sessions as needed.

Perform other duties as assigned.

Qualifications:

- Requires a passion for and commitment to the Make-A-Wish mission.
- Bachelor's degree with 10+ years of mission-direct experience with increasing leadership responsibility
- Program management skills, volunteer coordination and prior supervisory experience managing both programs and teams required.
- Must have strong reporting, database, and budgeting skills.
- Ability to demonstrate a high level of professional demeanor; communicate and work successfully with a wide variety of constituents including wish families, volunteers, donors, board members, and vendors to build lasting relationships.
- Self-motivated, detail-oriented professional with excellent organizational and interpersonal skills. Ability to prioritize and manage multiple responsibilities efficiently with minimum supervision. Composure in handling difficult situations.
- Experience with having difficult conversations a must.
- Spanish-speaking individual a plus.
- Proficient in Microsoft Office Suite
- Experience with Salesforce preferred or other database management, capable of learning new programs.
- Excellent written, oral, interpersonal communication and customer service skills essential.
- Ability to maintain complete confidentiality and contribute to a collaborative, team-oriented, fast-paced organization.
- Limited, local travel across our chapter's 45 counties will be required to facilitate wish experiences, interface with referral sources, support events. Must have reliable transportation and be willing to work evening and weekend hours as required.

Rewards and Benefits

- Comprehensive benefit package: Medical, Vision, Dental
- 100% employer paid for employee: Long Term Disability and Life Insurance
- Annual incentive potential
- 401(k) Retirement Savings Plan: up to 3% Match
- 15 PTO days, 11 Paid Holidays, and 2 Personal Days
- Family Bonding Leave
- Individual and Leadership Development
- Employee Rewards and Recognition Programs

Join Our Team of Inspired People Transforming Lives

We are more than a great place to work - 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.

Our organization participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S. For more information visit

<https://www.everify.gov/sites/default/files/everify/posters/EVerifyParticipationPoster.pdf>.

For immediate consideration, please send a cover letter, resume, and salary requirements to Jenn Markiewicz at jmarkiewicz@cnfl.wish.org. No phone calls please.