



JOB DESCRIPTION
Community Engagement Manager
Full-Time, Non-Exempt

Who We Are: Make-A-Wish Greater Los Angeles creates life-changing wishes for children with critical illnesses throughout LA County. One of 58 national chapters, Make-A-Wish Greater LA has reached over 10,000 children throughout Los Angeles since its inception over 35 years ago. We are team oriented and strive to create an inclusive and diverse office that incorporates teamwork, open communication, and strategic leadership. We are seeking individuals who are passionate about building trust, improving communication, and creating strategies for success. For more information, visit www.la.wish.org or see us on Facebook, Instagram, or Twitter.

Our Values

- Child Focus: we always put wish children first
- Integrity: we are honest, transparent, and respectful
- Impact: we deliver life-changing work
- Innovation: we are bold, imaginative, and creative
- Community: we are a diverse group of people working together toward a common goal

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Job Summary: Community engagement is at the core of our mission, driving progress in wish fulfillment, development, and outreach. The Community Engagement Manager is responsible for management of the chapter's program which encompasses recruitment, onboarding, training, engagement, retention, and stewardship of a diverse pool of volunteers in our GLA community. The Community Engagement Manager also leads innovation and explores new partnership opportunities while efficiently managing initiatives in the chapter territory. The role ensures the effective management and execution of the volunteer program, community partnerships, and wish granting processes.

Reports to: Senior Director of Mission Delivery

Key Responsibilities

- Ensure a robust and dynamic volunteer base to effectively support mission delivery, fundraising, and community outreach objectives
- Establish and activate a comprehensive volunteer plan encompassing recruitment, training, communication, recognition, on-going education, and evaluation with multi-department collaboration
- Create, coordinate, and facilitate volunteer trainings and orientations
- Recruit and retain diverse pipeline of bilingual volunteers with geographic coverage of wishes
- Process new volunteer applications, including interviews, background checks, and record creation in the Wish and Volunteer Center in the Salesforce platform
- Manage the assignment of volunteers for the organization's needs, including wish assignments, fundraising events, office projects, speaking engagements, and community events
- Ensure volunteer-records management is accurate, confidential, and secure, with regular updates to Wish and Volunteer Center. Meet compliance standards
- Oversee the assembly of training materials, volunteer, and staff guides
- Manage ongoing volunteer recognition and appreciation programs and foster continuous learning opportunities for volunteers to engage in annually
- Develop, maintain, and improve standard operating procedures for volunteer management components of Wish and Volunteer Center

- Serve as Make-A-Wish ambassador to build relationships with corporations, educational institutions, and other community organizations
- Approve and process wish-related volunteer reimbursement requests
- Compile data-driven reports to provide insights into the scope, characteristics, and frequency of volunteer and community engagement contributions
- Maintain relationships with other chapter peers and stay informed on current issues and trends
- Work with Senior Director of Mission Delivery to consistently implement local wish-granting policies, guidelines, standards, and procedures to ensure consistent and high program quality
- Act as Make-A-Wish liaison with wish families and local community
- Actively recruit volunteers by networking with the local community, businesses, and managing online presence on various recruitment websites
- Work with development team to identify opportunities for donor engagement in wish granting
- Oversee and execute steps of the wish process related to volunteers and wish paperwork
- Manage sign-up platform and assist with wish assignments to volunteers
- Maintain and enhance positive working relationships with staff, volunteers, wish families, medical professionals, and donors. Communicate in a timely, clear manner utilizing digital, phone, and print
- Effectively manage any volunteer-related conflicts or questions that arise
- Manage and produce a weekly volunteer e-newsletter
- Collaborate for effective management of the Wish Alumni program
- Manage and oversee the chapter's internship program
- Assist with year-end audit requirements and expectations
- Other duties as assigned

Professional Experience and Requirements:

- BA/BS or equivalent combination of education and work experience
- 3+ years of non-profit experience
- Significant experience in program administration and management
- Strong interpersonal and communication skills with ability to collaborate with diverse constituencies
- Demonstrated ability to plan and operate strategically, inspire teams, develop effective programs, and present organizational training information clearly and professionally
- Exceptional organization and administrative skills
- Computer literacy including knowledge of Microsoft Office products, including Word and Excel, and SalesForce experience preferred
- Ability to speak, read, and write fluently in English and Spanish is required
- Proficiency in written and verbal communication. Excellent phone skills required
- Data entry experience required
- Background check clearance required

Candidate Profile:

The ideal candidate possesses a passionate commitment to our mission and will have:

- Outstanding ability to work with children living with critical illnesses
- Extensive experience in program administration and management
- Ability to manage and prioritize multiple tasks effectively and efficiently
- Proven record of high-quality customer service
- Leader who sets an example and embodies the organization's values and ethics
- Decisive, resourceful individual who takes responsibility for results and works successfully with limited resources

- Self-starter with ability to complete tasks/projects with limited direction
- Ability to follow and share internal procedures and requirements
- Excellent written, verbal, and communication skills. Confident and capable public speaker
- Detailed and well organized
- Ability to successfully work in a collaborative, team-oriented organization
- Displays professionalism and quality customer service skills
- Ability to effectively manage sensitive information with a high level of trust and confidentiality
- Ability to respond to rapidly changing situations

Competitive Compensation and benefits include: Hourly Position Ranges from \$25 - \$30 Per Hour. Health, vision, dental, short and long-term disability insurance; paid time off, and paid holidays.

Working Conditions:

- This position will be hybrid
- Individual must be willing to travel throughout the territory as needed
- Some evenings and weekends may be required

How to Apply: Please submit a Resume and Cover Letter to info@la.wish.org. Submitting three references is encouraged.