



Associate, Wish Granting Volunteer Engagement

Job Title: Associate, Wish Granting Volunteer Engagement		Location: Hybrid, New York, NY
Reports to: Director, Mission Support		
Salary Range: \$53,000 - \$55,000		
Supervisory Responsibilities: Intern and/or Office Volunteer		
Type of position:		Non-Exempt
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern		

Position Overview:

The Associate, Wish Granting Volunteer Engagement contributes to the mission of our organization by overseeing the training, engagement and retention of wish granting volunteers. This is done through creating and facilitating training courses & refreshers, matching volunteers to eligible children based on language, geography and other relevant factors and implementing volunteer training and retention plans. The Associate, Wish Granting Volunteer Engagement receives feedback of volunteer experiences and on volunteer performance and addresses concerns through coaching, additional training, or reassignment of volunteers. Newest volunteers are supported through virtual coaches, which this position is also responsible for identifying, training and coordinating. This position maintains frequent contact with wish granting staff and volunteers as they await a suitable match and follows up on the wish journey to ensure timely communication and fulfillment of the volunteer responsibilities are taking place. This position works closely with the Wish Granting team and is familiar with Wish Granting guidelines and policies.

Essential Job Functions:

- Match volunteers with wish children, providing instructions, relevant forms and support throughout the wish granting process and timelines.
- Track and monitor volunteer engagement, tasks and goals toward meeting strategic targets and granting more wishes.
- Develop and facilitate regular trainings and refreshers both in person and virtually.
- Remain current on policies and guidelines, updating and facilitating trainings/refreshers as needed.
- Maintain up-to-date volunteer portal with eligible children to be assigned including updated contact and medical information.
- Maintain and update list of active wish granting volunteers including details on relevant skills such as languages. Remain in frequent communication to ensure they remain engaged and current on wish granting policies and guidelines.
- Recruit and manage Virtual Coaches – a cadre of experienced volunteers willing to mentor new volunteers.



Associate, Wish Granting Volunteer Engagement

- Assign Virtual Coaches to all new volunteer teams.
- Create and distribute weekly communications to all active wish granting volunteers.
- Arrange for interpretation services and document translation for non-English speaking families as needed.
- Maintain accurate and current notes in each wish child and volunteer record, in both Salesforce and CERVIS
- Build and maintain relationships with wish granting volunteers to ensure open dialogue and compliance with National Performance Standards and chapter-wide policies and guidelines.
- Draft and implement surveys to collect feedback on the volunteer experience/performance through peers, families and individually. Utilize feedback to inform future volunteer assignments.
- Maintain and analyze data regarding volunteer engagement (number of wishes assigned, volunteers not on a wish and/or hours of volunteer service) and volunteer retention (length of service, feedback, etc.).
- Close out volunteer records due to lack of engagement or as a result of inappropriate or unsupportive behaviors.
- In collaboration with chapter staff, serve as a facilitator for Wish Granting Volunteer training, refreshers, info sessions and other sessions as needed.
- Supervise office volunteers and/or interns as assigned
- Work with the Director of Mission Support and Sr. Manager of Community Engagement & DEI to recruit diverse volunteers and enhance volunteer roles for equitable experiences for wish families.
- Represent the organization at events as requested.

Essential Skills and Abilities:

- Clear public speaking with demonstrated group training facilitation skills.
- Knowledgeable in change management techniques to support volunteers through changes in policies and guidelines.
- Ability to manage multiple projects simultaneously and achieve measurable objectives.
- Strong interpersonal, verbal, written communication skills that build and sustain long-term relationships.
- Efficient time management and prioritization skills.
- Demonstrate a commitment to diversity, equity and inclusion through continuous development, modeling inclusive behaviors and proactively managing bias.
- Able to successfully work collaboratively, with a team and independently.
- Ability to motivate and support a diverse constituency in a team-oriented atmosphere.
- Proactive in spotting and addressing areas needing improvement.
- Commitment to and a passion for the mission of the Make-A-Wish Foundation.
- Proficiency in Microsoft Office Suite required (Word, Excel, Outlook, Teams)
- Experience in Salesforce a plus.



Associate, Wish Granting Volunteer Engagement

- Ability to relate to diverse communities.
- Ability to travel within all five boroughs of NYC and throughout Long Island (Nassau and Suffolk County) including occasional evenings and weekends.

Qualifications:

- Bachelor's degree required and 3-5 years of related experience.
- Bilingual English/Spanish preferred

Physical Demands:

The physical demands and work environment listed here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable a person with disabilities to perform the essential functions.

- While performing this job employees may occasionally be required to talk, stand or sit for long periods of time, walk, climb stairs, key data, stoop, twist, bend, crawl, speak and hear
- Person must also be able to move/lift to 20 pounds

Disclaimer

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 staff may be required to perform duties outside of their normal responsibilities as needed. The employee is expected to adhere to all company policies.

Diversity, Equity & Inclusion Commitment Statement: *Committed to attracting and retaining a diverse staff, MAW Metro New York and Western NY will honor your experiences, perspectives and unique identity. Together, our community strives to create and maintain working and learning environments that are inclusive, equitable and welcoming.*

Equal Employment Statement:

At Make-A-Wish Metro and Western New York, we celebrate the diversity of our employees and our leadership. Make-A-Wish Metro and Western New York is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.

Transparent Salary Range:

\$53,000 - \$55,000 annually

***How to Apply:**

Please use the following link to complete and submit our formal application for the Wish Relationship Associate at Make-A-Wish:

https://makeawishmetronewyorkandwesternnewyork-vxrot.formstack.com/forms/associate_volunteer_engagement_copy

Please note: only applications submitted through this link via Formstack will be considered for this position. Make-A-Wish Metro New York and Western New York is an equal opportunity employer