



Make-A-Wish Foundation® Metro NY and Western NY

Director of Program Services, Western New York

Job Title: Director, Program Services, Western New York

Location: Buffalo/Rochester,
NY

(Hybrid in office/remote)

Reports to: Chief Mission Officer

Supervisory Responsibilities: Provide oversight/supervision Senior Manager, Program Services, and Program Services Associate, interns and volunteers as needed

Salary Range: \$75,000 - \$80,000

Type of position:

Full-time
 Intern

Part-time

Exempt
 Nonexempt

Position Summary

The **Director of Program Services (DPS)** is a proactive and strategic member of Western New York's leadership team and the Mission Delivery Team at Make-A-Wish Metro NY and Western New York Chapter, advancing the Make-A-Wish mission in the greater WNY region (made up of 17 counties including Buffalo and Rochester). The DPS will be responsible for leading the Program Services Department for WNY, including the areas of Wish Granting, Volunteer Engagement, and Medical Engagement. The DPS works with the Chief Mission Officer to strategically plan for mission fulfillment, the development of standard operating procedure and is a conduit for support services to Make-A-Wish staff, volunteers, interns and vendors. This person assures consistent quality of wish fulfillment using a teaming approach to work closely across the Chapter's Mission Delivery Team.

The position is also an important leader and collaborative partner for other departments within the chapter.

Primary Duties

General

- Provide direct supervision to the WNY Program Services team that supports family engagement, understanding of a trauma influenced model of working with families and children and coaching skills in working with our volunteers.



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- Provide oversight of all wishes in the WNY pipeline and manage the process, time frames, and quality delivery of wishes toward meeting wish targets and Mission Delivery goals.
- Maintain and improve mission quality by completing file audits (paper and database reviews) for compliance.
- Maintain accurate documentation in Salesforce/WVC and track team progress toward the established goals.
- Stay abreast of and keep the team compliant with the policies, guidelines, and procedures established by the MAW National Office and Make-A-Wish Metro NY and Western NY Chapter.
- Act as a collaborative leader and team member in supporting coworkers and other departments in establishing and accomplishing regional and chapter objectives.
- Build and maintain relationships with key volunteer leaders, community partners, medical professionals, and wish families.
- Responsible for strategic resource development and planning for the program services department, in concert with the development staff and volunteers, to maximize the amount of in-kind support.
- Investigate stakeholder concerns and negotiate sensitive communications.
- Collaborate with other members of management to identify training opportunities and develop new procedures and training methods.
- Develop and conduct training and on-boarding of program staff; assist with on-boarding of program interns.
- Review and analyze wish family/volunteer satisfaction surveys and identify areas for improvement in the mission fulfillment process through comments and suggestions of constituents.

Wish Granting

- Participate in national, chapter and regional meetings that support DPS professional development, and mission delivery.
- Review and approve wishes according to established Make-A-Wish America and chapter standards within the associated timeframes and with proper documentation.
- Follow established budget guidance provided by Chief Mission Officer for budget approvals of wishes.
- Monitor overall pipeline and wish progression to ensure they proceed in a



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timely manner, wish delays are properly documented, and areas needing attention are proactively addressed.

- Meet weekly with team to oversee the progress of wishes, answer questions and provide support.
- Available for 24-hour/day, 365 days/year emergency calls on a rotating basis.
- Assist with updating of standard operating procedures.
- Coordinate key aspects of select wishes or entire wishes as needed.

Medical Outreach

- Steward key referral sources and identify new opportunities and potential partners in support of the vision to provide access for all eligible children to the Make-A-Wish mission.
- Provide information sessions and training for medical partners in hospitals, medical clinics and beyond to grow referrals, understanding and awareness of our mission, and deepen relationships.
- Oversight of WNY Intake and Medical Eligibility (IME) including qualifying wishes within designated timeframes.
- Communicate with health care professionals to ensure each wish proceeds in the best interest of the child as needed.
- Ensure proper clearances and validations are secured according to standards.

Volunteer Resources

- Provide oversight for recruitment, retention, and support of WNY volunteer program.
- Help develop and facilitate Wish Granting volunteer trainings and ongoing volunteer offerings with the Program Team.
- Provide oversight to ensure all record keeping and documentation remains in compliance with chapter and Make-A-Wish America standards and guidelines.
- Track progress toward chapter and regional strategic goals for managing volunteer assignments, engagement, recognition and communication and assure staff and wish child needs are met.
- Oversee and ensure the repayment of volunteer expenses related to wishes.

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Other

- Represent Make-A-Wish at events and/or training when required.
- Report/represent with appropriate board and volunteer leadership committees.
- Participate as productive member of the team at staff meetings.
- Perform additional duties and special projects as assigned. This includes but is not limited to, specific database reporting, national reporting, participation on National platforms and initiatives, and chapter-specific special initiatives as needed.

Qualifications, Competencies and Experience

- BA/BS or equivalent combination of education and work experience
- A minimum of 5-7 years' experience in program management, social work, or health management/patient resources preferred
- Working knowledge of child development and childhood illness and treatments a plus.
- Experience managing a department(s) and professional staff members
- Ability to manage multiple projects simultaneously and achieve objectives
- Strong database (Salesforce or Raiser's Edge a plus) and Microsoft Office experience
- Strong interpersonal and verbal/written communication skills, including building and sustaining productive long-term relationships and excellent customer service skills
- Strong problem solving and decision-making abilities
- Creative thinker that is detail-oriented and well organized
- Able to successfully motivate, support and work in a collaborative, team-oriented organization
- Commitment to and a passion for the mission of Make-A-Wish
- Demonstrated ability in crisis communication and reflective listening techniques
- Local travel required within the greater Western New York area (between Buffalo and Rochester offices). Additional travel may arise based on business needs.
- Ability to work autonomously in a changing environment while keeping colleagues and supervisors apprised of issues, opportunities and progress.
- Valid driver's license and reliable transportation.

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 accommodation may be made to enable a person with disabilities to perform the essential functions.



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- 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.

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.

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 personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

***How to Apply:**

Please use the following link to complete and submit our formal application:

https://makeawishmetronewyorkandwesternnewyork-vxrot.formstack.com/forms/director_program_services_western_new_york_2024

Please note: only applications submitted through this link via Formstack will be considered for this position.