



## Volunteer Program Internship Opportunity

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The mission of Make-A-Wish® is to create life-changing wishes for children with critical illnesses. This internship is a meaningful opportunity to share in the power of a child's wish come true, while gaining relevant professional experience at one of the leading Make-A-Wish chapters in the country.

The Volunteer Program intern(s) will primarily provide support to the Volunteer team which sits within the Mission Delivery department. Interns will also interact with the Wish Granting and Medical Outreach teams. The Mission Delivery department provides wish services to and for our wish children and their families, medical professional outreach, and volunteers.

### **BASIC TASKS INCLUDE, BUT ARE NOT LIMITED TO:**

#### Volunteer Services

- Provide support to the Director of Volunteer Programs and Volunteer Coordinator with daily tasks such as responding to volunteer inquiries, maintaining volunteer registration and assisting with the daily operation of the volunteer program.
- Help process volunteer applications and assist with the steps of the application process.
- Help manage volunteer outreach using social networking tools such as Facebook, Twitter, Idealist.org, and VolunteerMatch.com.
- Seek out community events and speaking engagements to recruit more volunteers in needed regions and represent the organization, if necessary.
- Assist with data entry and ensure data quality of volunteer statistics using our database.
- Help with planning and facilitation of all volunteer training and additional events.
- Assist with wish visits both at the Castle and virtually.

#### General

- Assist with answering phone calls for the organization as needed.
- Conduct tours of the Samuel & Josephine Wishing Place, if needed.
- Represent Make-A-Wish New Jersey at annual events as a liaison and support figure for wish families who are in attendance.
- Adhere to all Make-A-Wish® America performance standards and Make-A-Wish® New Jersey policies and procedures.

### **REQUIREMENTS:**

- Must be enrolled in an accredited college or university.
- Possess superior interpersonal skills, with the ability to deliver exceptional customer service to a diverse group of constituents.
- Excellent organization, communication (verbal and written) and administrative skills; knowledge of standard office protocols and behaviors.
- Ability to successfully work in, motivate, and support a collaborative, team-oriented organization.
- Ability to manage multiple projects simultaneously and achieve objectives with a sense of urgency.
- Proficient working knowledge of Microsoft Office suite.
- Self-Starter with attention to detail.
- Maintain sensitivity and confidentiality of all information received, especially of families being

served by the Foundation; personal integrity is essential.

- Flexibility with hours for night/weekend planned events.
- Must pass background check, if accepted for this internship.

**DETAILS:**

- This position will be located at our office in Monroe Township, New Jersey.
- The internship will be a minimum of two days per week, up to 10 hours per week.
- This internship is an unpaid position.

*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.*

*Please email cover letter and resume to [internship@nj.wish.org](mailto:internship@nj.wish.org) specifying this opportunity in the subject line, the semester you are interested in and if college credit will be received. No phone calls please.*