



Manager, Medical Engagement Job Description

Title:	Manager, Medical Engagement
Department:	Mission Delivery
Reports To:	Vice President of Mission Delivery
Status:	Full Time, Permanent
Date:	January 2026

About Make-A-Wish® New Jersey

Make-A-Wish® New Jersey, creating life-changing wishes for children battling critical illnesses across the Garden State. We believe every wish can be a game-changer bringing hope, strength and joy to the children and their families. Join us at our Monroe Township, New Jersey office and be part of one of the leading Make-A-Wish chapters in the country.

Role Summary:

The Manager, Medical Engagement drives Make-A-Wish New Jersey's referral growth and eligibility pipeline. Reporting to the Vice President of Mission Delivery and partnering closely with the Director of Volunteer Programs and Wish Experience Managers, the role leads medical outreach strategy, manages referral intake and eligibility workflows, and provides mission-critical support throughout each child's wish journey.

RESPONSIBILITIES:

Strategy & Outreach:

- Research, build, cultivate and maintain a statewide network of referral sources (pediatric specialist, hospital administrators, social workers, child life specialist) to expand access for qualified children. Identify and prioritize new referral sources.
- Develop, execute, and continuously optimize MAWNJ's medical outreach and eligibility strategy to ensure all qualified children receive a wish.
- Produce medical outreach and support materials, aligned with brand and policy standards, with VP approval.

Referral Intake & Data Stewardship:

- Supervise processing of referrals and eligibility paperwork (per National/Organizational policy), ensuring timely policy-aligned eligibility determinations and complete documentation in Salesforce, maintaining audit-ready data quality; partner with the Medical Intake Coordinator and/or Onboarding Coordinator as needed.
- Coordinate all aspects of a wish when needed to keep every eligible wish on track and on time.

Education & Recognition:

- Plan & implement recurring in-person/virtual learning sessions for hospital departments (CLS, SW, Nursing, Grand Rounds) on services, policies, and eligibility; meet annual visits expectations set by the Vice President of Mission Delivery.

- Establish a consistent loop to surface questions/needs from referral sources to Mission Delivery leadership, document insights, and actions.

Team Leadership:

- Supervise, train, and assist the Intake Coordinator and Onboarding Coordinator; support interns and volunteers engage in intake and outreach.

General:

- Achieve individual, departmental, and chapter-wide goals related to mission enrollment and delivery.
- Represent MAWNJ at annual events, serve as a liaison for medical professionals and wish families in attendance.
- Attend Volunteer Continuing Education sessions; uphold sensitivity and confidentiality with professionals and the families served; adhere to MAW performance stands and policies.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

- Bachelor's degree required
- 5+ years of marketing/medical experience; familiarity with childhood illnesses and/or treatment protocols
- Social-media savvy for research and communication
- Proficient in Microsoft Office and database management (preferably Salesforce).
- Self-motivated, creative, analytical, and solutions-oriented team players with strong organization and interpersonal skills.
- Confident presenter to both large and small groups.
- Professional demeanor: ability to partner with donors, board members, national staff, vendors and wish families.
- Ability to manage multiple projects with urgency and sustain long-term relationships.
- Deep commitment to and passion for MAWNJ's mission

Preferred Requirements:

- Master's degree
- Bilingual Spanish (read/write/speak), other language fluency a plus.

Travel & Schedule:

- Travel within the Tri-State (NJ/NY/PA) is up to 40%; additional travel may arise as needed
- Flexible hours for planned night/weekend events and occasional wish-family emergencies

COMPENSATION & BENEFITS:

- Salary Range: \$50,000 to \$60,000 annually; final offer based on related skills, training, and experience
- Benefits: MAWNJ offers a comprehensive and competitive benefits package including health & wellness, retirement & financial security, and generous PTO

COMPLIANCE & BACKGROUND SCREENING:

- Employment is contingent upon passing a background check
- EEO Statement: Make-A-Wish New Jersey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees and volunteers. Qualified applicants will receive consideration without regard to race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), national origin, age, disability, genetic information, veteran status, or any other protected characteristic under applicable law.

HOW TO APPLY:

Please submit a cover letter and resume with “**Manager, Medical Engagement**” in the subject line to jobs@nj.wish.org. **No phone calls please.**