



MAKE-A-WISH FOUNDATION OF GREATER LOS ANGELES

JOB DESCRIPTION

Job Title: Medical Eligibility and Intake Coordinator
Department: Mission Delivery
Reports To: Volunteer & Medical Outreach Manager
Position Type: Full-Time
Work Environment: Hybrid. (Mon, Tues, Thurs we are in person at our offices in Century City)

About the Organization: Make-A-Wish is one of the nation's most recognized nonprofits, creating life-changing wishes for children with critical illnesses. A wish experience can be a game-changer for a child with a critical illness. This one belief guides us in everything we do at Make-A-Wish. It inspires us to grant life-changing wishes for children going through so much. It compels us to be creative in exceeding the expectations of every wish kid. It drives us to make our donated resources go as far as possible. Most of all, it is the founding principle of our vision to grant the wish of every eligible child. Make-A-Wish of Greater Los Angeles is specifically going through a season of seismic change. We have recently restructured our Board, our Leadership, and our staff, and have a strategic plan for 3 years of methodical growth and expansion, both in our program delivery and in our staffing.

Position Summary: The Medical Intake & Eligibility Coordinator manages the front end of the wish journey—from referral intake and medical eligibility documentation through initial family engagement. The position serves as a primary liaison among medical professionals, wish families, volunteers, and the Mission Delivery team; maintains complete and accurate records; follows up on outstanding information; and supports medical-community outreach so that eligible children can move into the wish process promptly and compassionately.

Who you are: Make-A-Wish Greater Los Angeles is seeking a compassionate, highly organized, bilingual (English/Spanish), and mission-driven professional. You communicate clearly with families and medical partners, handle sensitive information with discretion, and remain steady when priorities change. You are detail-oriented, service-minded, comfortable managing a high-volume workflow, and committed to helping every eligible child begin their wish journey with clarity and care.

Key Responsibilities

Referral Intake and Medical Eligibility (35%)

- Manage referral intake, eligibility review, and follow-up for new referrals in accordance with Make-A-Wish policies and procedures.
- Process new referrals into Salesforce and other designated systems; create and maintain complete digital records for wish children.
- Send, receive, review, and track medical eligibility documentation and other required paperwork.
- Assist physicians, nurses, social workers, and other medical professionals with the referral and medical eligibility process.
- Conduct timely follow-up calls and written outreach regarding outstanding, incomplete, or unclear eligibility information.
- Update records promptly upon receipt of medical eligibility paperwork and document all material communications and status changes.
- Generate and send eligibility or ineligibility communications in accordance with chapter and national standards.
- Request medical-condition updates from care teams when needed to support eligibility or ongoing wish planning.

Data & Administration Coordination (30%)

- Maintain accurate, timely, and audit-ready records in Salesforce and designated shared files.
- Monitor referral and eligibility pipelines, identify aging or stalled cases, and provide routine status updates and reports
- Manage phone, email, mail, and data-entry responsibilities associated with the intake and eligibility workflow.
- Follow internal procedures, confidentiality requirements, document-retention practices, and applicable chapter and national policies.
- Provide administrative support to the Mission Delivery department and assist with cross-functional projects as assigned.
- Perform other related duties as assigned by Supervisor or Department Head.

Wish Family Intake and Initial Support (20%)

- Contact wish families for welcome calls and introduce the Make-A-Wish process with warmth, clarity, and sensitivity.
- Collect and accurately record family, child, and contact information in Salesforce and related files.
- Coordinating a team of high impact volunteers to help prepare, update, send, and track welcome packets, releases, and other required family paperwork
- Follow up with wish families secure missing paperwork, signatures, and updates.

- Provide initial guidance to wish families, answer routine questions, and connect families with appropriate Mission Delivery staff for next steps.
- Deliver consistently high-quality service during sensitive or emotional interactions and maintain appropriate confidentiality.

Medical Outreach & Engagement (10%)

- Serve as a Make-A-Wish liaison to hospitals, clinics, physicians, nurses, social workers, child-life specialists, wish families, and community partners.
- Introduce and explain Make-A-Wish referral and eligibility processes to medical professionals and community stakeholders.
- Maintain positive, responsive, and professional working relationships with staff, volunteers, donors, medical partners, wish families, and the broader community.
- Identify recurring questions or process barriers and share observations with the VP of operations to improve referral and intake practices.
- When the chapter is ready to increase wish granting volume, support outreach activities designed to increase appropriate referrals and strengthen relationships with medical partners throughout Los Angeles County.

Qualifications

Required:

- Bachelor's degree from an accredited college or university, or an equivalent combination of education and/or relevant work experience.
- Ability to speak, read, and write fluently in English and Spanish.
- One to three years of experience in program coordination, intake, healthcare, social services, customer service, administration, or a related field.
- Demonstrated ability to manage and prioritize multiple tasks, deadlines, and follow-up items accurately.
- Strong written, verbal, interpersonal, and telephone communication skills.
- Proficiency in Microsoft Office products, including Word, Excel, Outlook, and Teams.
- Data-entry experience and strong attention to detail.
- Ability to handle sensitive and confidential information with discretion.
- Ability to successfully complete required background-check clearance.
- Ability to work collaboratively in a team-oriented, mission-driven organization.

Preferred:

- Experience working with families, children, medical professionals, hospitals, or healthcare systems.
- Experience in a nonprofit or mission-driven organization.
- Experience using Salesforce or a comparable constituent relationship management database.
- Familiarity with referral, eligibility, case-intake, or document-tracking workflows.

Work Environment

- This is a hybrid role based in Los Angeles, CA.
- Currently in-office 3 days a week. (Mon, Tues, Thurs)
- As the organization continues to grow and evolve, we are experimenting with new and innovative ways to create our team culture and reward our staff.
- We use flextime & core hours as a method of team cohesion.

Compensation

- **Annual Salary:** \$60,000 - \$70,000. The actual salary offered will be commensurate with experience and in accordance with applicable California state wage and hourly laws.
- **Benefits:** 100% Employer Coverage for Medical Insurance for staff members, with partial coverage for dependents. Dental, Vision, & Life Insurances. 403b with matching.
- **Perks:**
 - 11 Paid Holidays
 - Hybrid Work Environment – 3 days (Mon, Tues, Thurs) in the office in Century City.
 - Employee Assistance Program
 - Flex Time
 - Flexible Spending Account
 - Cell Phone Stipend
 - Access to the Calm app and other mental and emotional support programs
 - Discounted Gym Memberships
 - Caregiving Support
 - Parenting Resources
 - And more!

Interested applicants should **email resume and cover letter** in PDF format **plus the answers to the following four questions** to: hr@la.wish.org with the subject line: **“Medical Intake Eligibility Coordinator Application”**

Required Supplementary Questions:

1. Please indicate your level of Spanish fluency from the following categories: *None, beginner, intermediate, advanced, fluent, native speaker*
2. Can you please give us a brief overview of your customer service experience?
3. Can you tell us about a time where you had to organize data or create a new process or system for a previous position?
4. What are some emotional regulation strategies that you use when dealing with difficult conversations in a professional setting?