



Director, Medical Engagement

We are currently seeking an experienced **Director of Medical Engagement** to join our team at the Make-A-Wish castle in **Monroe Township, NJ**.

Be the heart behind our medical community! The **Director of Medical Engagement** we need is the kind of person who is seeking out a great opportunity to share in the power of a child's wish come true by providing support in all areas throughout the child's Wish Journey.

If you're looking for the opportunity to rally our colleagues in the medical field around a truly meaningful mission, leave them inspired to take action, build relationships that energize you, and turn your career into a calling that helps grant life-changing wishes for children with critical illnesses, **you've come to the right place**.

Your challenge: own our medical outreach program to help make every eligible child's wish come true.

Our Director of Medical Engagement thrives on genuine human connection and the excitement of creating opportunities for children battling critical illnesses. The charismatic colleague we seek is driven by results through partnering with our Assistant Vice President of Community Engagement and our Mission Delivery team on the intake of new referrals and executing the goals and objectives of the Medical Outreach team.

You understand that close relationships drive outcomes, commitments matter, and consistent follow-through is what transforms referrals into wishes granted. We're a team of passionate people, ambitious dreamers, and mission-driven achievers. We give talented people the freedom to pursue bold goals, the support to grow, and countless opportunities to connect with incredible partners in the medical field.

If you're hard working, optimistic, and fiercely independent you're going to love it at Make-A-Wish New Jersey.

Who We Are:

Make-A-Wish® New Jersey, creating life-changing wishes for children battling critical illnesses in the Garden State at one of the leading Make-A-Wish® chapters in the country, with the belief that a wish experience can be a game-changer. Research shows wishes can have a positive impact on a child's emotional and physical well-being, helping replace fear with confidence, sadness with joy, and anxiety with hope. A wish doesn't just transform the life of a child, it creates lasting impact for families, supporters, and entire communities.

How We Work:

We understand we have the responsibility—and privilege—of meeting wish children at the hardest moment of their lives and offering something luminous in return: **hope**. We're more than a nonprofit, we're a community united by the belief that hope has the power to transform lives and we are guided by our cultural values of Freedom & Responsibility, Community, Unwavering Commitment, Fearless Curiosity, and Celebration. We believe in assuming positive intent, listening to understand, embracing every voice, communicating transparently, and having fun while making a meaningful impact together.

What You'll Do:

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 Bilingual 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 Medical Intake Coordinator and Bilingual 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.

Our Perfect Candidate:

- Bachelor's degree required, Master's degree preferred.
- 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
- Bilingual Spanish fluency a plus.
- Successful completion of background screening

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

Company Offers:

- The expected salary range for this position is from \$70,000-\$80,000 annually.
- Salary range offers are based on range of factors including but not limited to relevant skills, training and experience.
- Make-A-Wish New Jersey offers a comprehensive and competitive benefits package including healthcare, vision, dental, disability & life insurance, 401k retirement & financial security and generous paid time off and holidays.

If you're energized by building relationships, inspired by ambitious goals, and motivated by the opportunity to create life-changing impact, we encourage you to apply.

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

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.