



Medical Intake Manager

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

The **Medical Intake Manager** 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, 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 intake and referral program to help make every eligible child's wish come true.

Our Medical Intake Manager 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 Director of Medical 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:

Welcome:

- Assess Make-A-Wish eligibility of referred children in alignment with national criteria standards and organizational policies set by Make-A-Wish America.
- Coordinate, maintain and update referral intake and eligibility process ensuring proper data entry in database (Salesforce) & appropriate coordination of referral documentation for potential wish children.
- Support intake procedures, including acquiring and processing required paperwork from medical professionals.
- Process and track referrals including initial wish granting paperwork.
- Provide written record of all communications for each wish (telephone calls to medical professionals, emails, follow-up, medical notes, etc.).

Wish Discovery:

- Coordinate and follow up on medical eligibility and authorization forms once a wish has been declared.
- Collaborate with the Bilingual Mission Support Specialist and Volunteer Coordinator to ensure streamlined communication with medical teams throughout the Wish Discovery phase ensuring that a wish complies with National Make-A-Wish® policies adhering to the recommended timeline for the wish journey.
- Support the Mission Delivery team in conducting virtual and in-person Wish Discovery visits for wish children and their families, when needed.

Wish Creation:

- Provide support as needed by assisting with the planning of wishes within the Wish Creation phase. This involves following up with medical teams for authorization forms, medical equipment, nursing care, etc.
- Maintain relationships with medical professionals including sending wish feedback from their patients' wish experiences.

General:

- Achieve individual, team and chapter-wide goals related to mission enrollment and delivery.
- Provide staff support for Wish Discovery visits with wish family on predetermined evenings and weekends at the Samuel and Josephine Plumeri Wishing Place.
- Attend Volunteer Continuing Education Training sessions to support the volunteer department.
- Represent Make-A-Wish® New Jersey at annual events; work as a liaison and support figure for wish families who are in attendance.

- Maintain sensitivity and confidentiality to families being served by the Foundation.
- Adhere to Make-A-Wish® New Jersey & Make-A-Wish® America performance standards, policies and procedures.
- Other duties as assigned.

Our Perfect Candidate:

- Bachelor's degree required.
- 3-5 years of related work experience in medical outreach and/or health services, hospital setting and/or with medical professionals preferred.
- Knowledge of child development and childhood illnesses & treatment preferred.
- Ability to manage and prioritize multiple tasks effectively in a timely manner.
- Strong initiative, self-direction, flexibility, creative thinking, and administrative skills.
- Ability to provide excellent customer service and representation of Make-A-Wish® to external supporters and all wish families.
- Demonstrate compassion, caring and sensitivity when fulfilling wishes and interacting with families that may experience challenging circumstances in their lives.
- Able to successfully work in and support a collaborative, team-orientated organization
- Commitment to and a passion for the mission of Make-A-Wish® New Jersey.
- Confidentiality and personal integrity are essential.
- Experience with developing and implementing creative solutions to time sensitive work.
- Proficient skills in Microsoft Office and database management (preferably Salesforce).
- Problem-solving team player with excellent organization and interpersonal skills required. Confident, polished, and professional presentation and communication skills.
- Flexibility with hours for night/weekend planned events and wish family emergencies.
- Occasional travel to visit with referral sources within the Tri-State area (NJ, NY, PA).
- Ability to read, write and speak Spanish is a plus.
- Must pass background check.

Company Offers:

- The expected salary range for this position is from \$50,000-\$60,000 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 “**Medical Intake Manager**” 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.