



Medical Affairs Specialist Job Description

Reports to: Director, Medical Outreach

Part time, non-exempt

Job Summary

Medical Outreach and Intake are integral to fulfilling our mission to grant life-changing wishes for children with critical illnesses and reach our vision of granting the wish of every eligible child. This position serves as the liaison between Make-A-Wish San Diego, medical professionals, and families during qualification and the wish process. The Medical Affairs Specialist requires excellent relationship-building and organizational skills and a working knowledge of a wide range of medical conditions.

Responsibilities

- Collaborate with the Director, Medical Outreach.
- Manage the intake and medical eligibility process, including:
 - Oversee the collection, review, and tracking of required diagnosis verification form and medical documentation to support the eligibility determination process.
 - Proactively manage communications with families to gather information, clarify eligibility criteria, explain qualification requirements, and guide families through the medical review process.
 - Apply an understanding of medical diagnoses, treatment plans, and Make-A-Wish eligibility criteria to assess referrals and identify information needed for eligibility determination.
 - Exercise clinical judgment when reviewing provider documentation to determine whether a child's condition meets eligibility criteria and identify any needs requiring further review or consultation.
 - Serve liaison between the national office and the child's medical team, whenever further review is needed to confirm medical eligibility.
 - Advocate on behalf of the medical providers whenever eligibility isn't definitive.
 - Communicate with a family and medical team the conclusion of the eligibility determination, including those who do not qualify.
 - Provide resources as needed for those who do not meet the eligibility criteria in their preferred language.
- Collaborate with Wish Coordinators using clinical judgment to ensure wish travel safety and support with ensuring that the child's medical needs are replicated during the wish.
- Oversee children in the status of medical hold in our pipeline and manage communication with medical providers and volunteers during the hold.
- Oversee the collection, review, and tracking of the medical clearance form for rush and medical complex wishes.
- Maintain accurate medical referral source listings in Salesforce.
- Maintain confidentiality of records, including any information provided by volunteers and medical information provided by parents, guardians, and medical professionals.
- Regularly evaluate efficiency and effectiveness in all areas of oversight including eligibility and complex care.
- Achieve individual, departmental team and chapter-wide goals related to mission delivery.
- Other duties as assigned by supervisor.

Qualifications

- Certification in Child Life (CL, CCLS), Nursing (RN, LPN), or Medical Social Work (SW, MSW, LCSW) with at least 2-3 years' experience in a pediatric clinical setting.
- General knowledge of common qualifying medical conditions.
- Strong organizational skills.
- Ability to manage sensitive and confidential information with discretion.
- Ensure and exemplify standards of excellence in customer service to internal and external stakeholders in upholding the MAW brand and values.
- Excellent written and verbal communication skills.
- Ability to work collaboratively in a team-oriented, mission-driven organization.
- Bilingual (Spanish/English) a plus.

Knowledge Skills and Abilities Required

- Experience developing, evaluating, and meeting strategic goals.
- Ability to thrive in a collaborative team environment.
- Working knowledge of pediatric illnesses & treatments.
- Experience working in an environment that requires a high level of sensitivity and confidentiality.
- A high level of integrity, flexibility, and compassion toward others.
- Ability to work with diverse groups of people.
- Proficiency in computer applications such as Microsoft Office 365. Salesforce experience a plus.

Compensation: This is an hourly position with a starting rate of \$33.46/hr.

To apply: Please send resume and cover letter to Danielle Lopez dlopez@sandiego.wish.org by Friday, September 18, 2026

We respect and ensure equal opportunity, regardless of race, religion, ethnicity, national origin, age, gender identity and expression, sexual orientation, disability, perceived disability, and other legally protected characteristics.