Job / Position Title: **Medical Outreach Coordinator**
Department: Mission Delivery
Supervisor: Bilingual Wish Manager
Status & Classification: Contract Position | Grant-Funded

Together, we create life-changing wishes for children with critical illnesses. From our humble beginnings with one boy's wish to be a police officer, we have evolved to be one of the world's leading children's charities, serving children in every community in the United States and its territories. With the help of generous donors and volunteers, Make-A-Wish Texas Gulf Coast and Louisiana grants more than 600 children's wishes annually.

Position Summary

The Medical Outreach Coordinator is a grant-funded contract position responsible for supporting provider engagement, referral readiness, medical outreach activities, and intake coordination efforts associated with the chapter's Medical Outreach Innovation Grant. This role will help strengthen referral pathways, increase provider awareness of Make-A-Wish eligibility criteria, and improve referral consistency within targeted healthcare environments, with an initial focus on the Texas Children's Heart Center Fontan Clinic.

Working under the direction of the Medical Outreach Manager, the Coordinator serves as a key liaison among healthcare providers, hospital staff, referral partners, families, and Make-A-Wish teams. The position directly supports provider education, referral follow-up, bilingual outreach, relationship stewardship, workflow coordination, and family engagement initiatives so medically eligible children can be connected to the wish journey in a timely and equitable manner.

Essential Duties and Responsibilities

MEDICAL OUTREACH

- Support implementation of grant-funded medical outreach initiatives and referral readiness activities.
- As a Make-A-Wish representative build and maintain positive relationships with physicians, nurses, social workers, child life specialists, care coordinators, and other referral partners.
- Participate in hospital outreach rounds, provider meetings, lunch-and-learn sessions, educational presentations, and outreach events.
- Assist with scheduling, coordinating, and supporting provider education activities and engagement opportunities.

- Maintain regular communication with referral sources to reinforce referral processes and eligibility awareness.
- Support development and distribution of provider education materials, referral resources, workflow guides, posters, and awareness tools.
- This role will support expansion of the referral model to additional clinics

REFERRAL COORDINATION AND FOLLOW-UP

- Track and Monitor referrals associated with grant-supported outreach activities.
- Support coordination between healthcare providers and Make-A-Wish intake teams.
- Assist in identifying referral barriers and escalate concerns to the Bilingual Wish Manager.
- Support efforts to improve provider-to-intake handoff processes and referral consistency.

OUTREACH AND FAMILY SUPPORT

- Provide bilingual outreach support to Spanish-speaking families and healthcare partners, when applicable.
- Assist families in understanding the Make-A-Wish process and next steps following referral submission.
- Support families and the medical team with completing all aspects of the referral process.
- Support development and distribution of culturally responsive outreach and educational materials.
- Promote equitable access to referral information and intake support for diverse communities.
- Participate in initiatives designed to reduce communication barriers and improve family engagement.

DATA TRACKING, REPORTING, AND CONTINUOUS IMPROVEMENT

- Document provider feedback, listening session notes, workflow challenges, and operational learnings.
- Support reporting related to grant performance and referral growth initiatives.
- Identify opportunities for process improvement and communicate recommendations to leadership.

OTHER DUTIES

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. Duties and responsibilities may change based on organizational needs. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Qualifications

Education and Experience

- Associate degree required; bachelor's degree in social services, healthcare administration, child development, nonprofit management, marketing or communications.

- Minimum of two years of related experience in healthcare outreach, patient services, Community engagement, healthcare administration, social services, nonprofit operations, or a comparable role.
- Experience communicating with healthcare professionals and families regarding sensitive or confidential information preferred.
- Experience coordinating events, presentations, or professional outreach activities preferred
- Experience using Microsoft Office Suite and Salesforce preferred.

Knowledge, Skills, and Abilities

- Bilingual English/Spanish required
- Excellent customer service, interpersonal, verbal, and written communication skills.
- Ability to communicate with compassion, diplomacy, and professionalism with healthcare professionals and families.
- Strong attention to detail, organization, time management, and follow-through.
- Ability to manage multiple priorities and deadlines in a fast-paced environment.
- Sound judgment, critical thinking, and practical problem-solving skills.
- Experience maintaining accurate records and tracking data.
- Comfort presenting information to small groups and facilitating educational discussions
- Ability to collaborate effectively across teams while maintaining clear role boundaries.

Working Conditions

This position will be based in the Make-A-Wish Stafford office. The position requires the individual to work in an office environment in a shared office space. Incumbents must be willing to work some nights/weekends to support organizational needs.

Frequent travel to hospitals, clinics, outreach events throughout the chapter territory required. A valid driver's license and reliable transportation may be required for travel.

Join Our Team of Inspired People Transforming Lives

We are more than a great place to volunteer—our work is life changing. We are an inclusive and diverse group of people who, through a mosaic of backgrounds, thoughts and experiences are united in purposeful work. We are fueled and guided by our values - values that are represented in the inspired people we work with and the transformational work we do every day.

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

**NOTE TO APPLICANTS

All applications much be submitted via our ADP Career Center. Please make sure to submit your application via the portal.