Director of Volunteer Programs

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

Be the heart behind our volunteer community! If you want to turn your career into a calling that helps grant life-changing wishes for children with critical illnesses, **you've come to the right place**. The **Director of Volunteer Programs** we need is resourceful, thrives on ownership and is the kind of person who enjoys building relationships and communicating with people.

As our Director of Volunteer Programs, you'll play an important role in supporting hundreds of volunteers across our chapter who help bring hope, strength, and joy to children facing critical illnesses. You'll serve as their trusted liaison as you guide them through onboarding, training, and connecting them to our mission so they feel informed, supported, and valued. Behind the scenes, you'll use your organizational skills and attention to detail to keep processes running smoothly and create an exceptional volunteer experience from application to activation. This role expands statewide volunteer engagement strategies and supports the full wish journey to ensure every eligible child is reached efficiently and compassionately.

We're a team of passionate relationship-builders, ambitious dreamers, and mission-driven achievers who believe every wish begins with people who care. If you're hard working and enjoy creating positive experiences that make others feel welcomed, informed, and appreciated, 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:

Volunteer Engagement:

- Direct statewide volunteer recruitment and engagement strategies to ensure adequate capacity to serve every eligible child.
- Oversee onboarding, compliance, and ongoing stewardship for all volunteers.
- Lead training initiatives and recognition programs to support a strong, informed volunteer community.
- Advance community outreach, elevating awareness and support for Make-A-Wish New Jersey.
- Apply a comprehensive understanding of the wish-granting process to guide volunteer support throughout the wish journey and coordinate wishes as needed to ensure timely fulfillment.

Team Leadership:

- Supervise and coach two direct reports across Volunteer Engagement.
- Foster a collaborative, mission-focused culture within the Mission Delivery team.

General Responsibilities:

- Achieve individual, departmental, and chapter-wide goals related to mission enrollment and delivery.
- Represent the organization at events and act as a liaison to volunteers and families.
- Uphold strict confidentiality and adhere to all Make-A-Wish policies and standards.
- Perform other duties as assigned.

Our Perfect Candidate:

- Bachelor's degree required
- 5+ years of related volunteer management experience in social services or nonprofit. sector, including 3+ years managing staff.
- Proven ability to lead multiple strategic initiatives simultaneously.
- Strong relationship-building, communication and presentation skills.
- Experience with Salesforce and Microsoft Office.
- Commitment to Make-A-Wish New Jersey and the highest standards of integrity and professionalism.
- Social-media savvy for research and communication.
- Ability to motivate others and contribute to a collaborative, team-oriented organization.
- Experience developing and implementing creative solutions to address time-sensitive priorities.
- Bilingual Spanish fluency a plus.
- Availability to work evenings and weekends for scheduled events.
- Successful completion of background screening.

Company Offers:

- The expected salary range for this position is from $75,000-$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, connecting with people, and motivated by the opportunity to create life-changing impact, we encourage you to apply.

Please submit a cover letter and resume with "**Director of Volunteer Programs**" 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.