Make-A-Wish® Eastern North Carolina
Position Description

Title:	Intake Manager
Department:	Mission Delivery
Reports To:	Director of Medical Outreach and Referrals
Position Grade:	Full-time; Exempt
Salary:	$49,000
Instructions:	Please send a PDF copy of your cover letter and resume to Sarah Hughes at shughes@eastnc.wish.org with the subject line "Intake Manager." No phone calls please!

SUMMARY JOB DESCRIPTION

The Intake Manager is responsible for managing the referral, eligibility, and intake process for wish children throughout the Make-A-Wish Eastern North Carolina territory. Serving as the primary coordinator for referral processing and intake operations, this position oversees referral review, eligibility determination, data management, documentation, and case progression through the early stages of the wish journey. The Intake Manager works closely with medical providers, referral sources, and internal staff to ensure an efficient, accurate, and family-centered intake experience while supporting the Chapter's referral goals and mission impact.

MAJOR RESPONSIBILITIES:

- Directly manage the referral, eligibility review, intake and data management process.
    - Process all new referrals.
- Coordinate and manage the eligibility process for referred children. Ensure all required medical and referral documentation is obtained, verify completeness of referral information, and facilitate additional review by Make-A-Wish America when necessary to support timely eligibility determinations.
- Work closely with key National staff to thoroughly understand medical eligibility and develop best practices.
    - Keep abreast of any changes in National policies, guidelines and resources related to eligibility and medical outreach efforts.
    - Stay current with any and all changes in the qualification process as mandated by Make-A-Wish America, adapting and implementing the latest processes for the Chapter.
- Ensure the accurate and complete data entry of all wish child records into the database.
- Manage the early stages of the wish process
    - When necessary, manage the close out process for non-responsive families.
    - Complete an intake call with every eligible wish family.
    - Track, collect, and review required wish paperwork from families, ensuring all intake requirements are met before transferring to the Wish Discovery phase.
- Work in conjunction with the Director of Medical Outreach and Referrals to build and maintain strong relationships with medical professionals and referral sources to keep Make-A-Wish top of mind.
- Serve as an integral member of the Chapter team, participating in overall goals, policies and budgets while establishing a culture of working together to achieve the mission of the Chapter.
- Perform other duties as assigned.

ESSENTIAL SKILLS AND ABILITIES:

- Ability to use a computer with proficiency in Microsoft Office, including Word, Excel, PowerPoint, and Outlook, as well as internet navigation. Experience with Salesforce is a plus.
- Strong project management and organizational skills, with the ability to manage multiple projects and competing priorities simultaneously, meet deadlines, and maintain attention to detail.
- Self-motivated and proactive, with the ability to work independently, take initiative, identify needs, and move projects and responsibilities forward with minimal direction.
- Effective and clear written and oral communication skills, strong analytical and interpersonal skills, professional demeanor, and the ability to communicate tactfully and professionally with families, medical professionals, volunteers, and community partners.
- Ability to balance empathy, patience, and compassion with appropriate persistence and follow-up when working with families and medical professionals, particularly in sensitive or stressful situations.
- Ability to listen attentively and respond sensitively to families navigating complex medical circumstances, while maintaining appropriate professional boundaries and emotional resilience.
- Working knowledge of childhood illnesses and treatments preferred.
- Ability to troubleshoot, prioritize, and make sound decisions in response to rapidly changing situations.
- Ability to work effectively with diverse groups of people within and outside of the Chapter, interacting positively and professionally with all levels of management and staff. Ability to successfully work in a collaborative, team-oriented organization.
- Requires a commitment to and passion for the mission of Make-A-Wish.
- Requires the ability to work during Chapter office hours (8:30 a.m. – 5:00 p.m., Monday – Friday), both at the Chapter office located near North Hills in Raleigh, NC, and remotely, depending on the Chapter calendar.

QUALIFICATIONS:

- Bachelor's degree or equivalent education, training, or certification in a healthcare, social services, child development, human services, or related field, with a clinical or professional background such as nursing (RN, LPN, NP), physician assistant/physician associate (PA), social work (SW, MSW, LCSW), child life (CL, CCLS), physical or occupational therapy, certified medical assisting (CMA), respiratory therapy, pastoral care, or a related healthcare or human services profession.
    - 3-5 years of experience in related fields such as: program management, child life services, social work, medicine, nursing, human services, business, pharmaceutical sales or similar.
    - Strong preference given to those with a medical background and knowledge.
- Valid driver's license and own transportation.
- Bilingual in English and Spanish (or another language) is a plus.