



Make-A-Wish® Metro and Western NY

Associate, Wish Assessment & Relationships

Name:

Job Title: Bilingual Associate, Wish Assessment & Relationship

Location: Manhattan

Reports to: Assistant Director, Wish Granting & Volunteer Support

Supervisory Responsibilities: Yes

Type of position:

Full-time Part-time Intern

Overtime Exempt
 Overtime-Eligible

Position Summary

The Associate, Wish Assessment and Relationship implements the mission of Make-A-Wish by assessing the readiness of the family and volunteers to actively work with the wish coordination team. This position helps identify the wish and the participants to ensure they meet chapter and national wish granting guidelines and manages family expectations around such decisions. This role also assesses underlying family and health circumstances and cultural norms that may impact the team's ability to fulfill the child's wish experience. This position is key to managing the flow of new wishes by identifying possible barriers and support in wish delivery in addition to enhancing volunteer training. This position also carries a caseload as part of the wish relationship team.

Essential Job Functions

- Receives all post-interview wish paperwork and reviews for accuracy and completeness.
- Completes an initial assessment of the wish concept to ensure that it aligns with National and Chapter standards and guidelines.
- Manages expectations of wish family around wish type, wish participants and wish timeline.
- Provides coaching and feedback to Wish Granting volunteers regarding required documentation and its quality as a method of continuous volunteer training.
- Builds rapport with the wish family and skillfully completes a bio-psycho-social assessment with the family to understand family dynamics, family norms, family influencers, and family supports toward granting the child's wish.
- Assigns a Complexity Score based on a rating of the information learned during the assessment and the complexity of the wish within a specified timeframe.
- Transfers wishes within a specified timeframe to the Wish Relationship Manager for assignment to the wish relationship team.
- Manages an assigned caseload of children and grants wishes for the chapter as part of the Wish Relationship team.
- Maintains communication with volunteer wish granters, families and medical professionals.
- Documents all updates in the Raiser's Edge database and on chapter-specific forms.
- Analyze data and generate reports related to wish progress and make recommendations to enhance the wish journey of children within the individual's caseload.



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- Solicit, secure and steward vendors/in-kind donors related to wishes for the organization to achieve department and chapter-wide goals.
- In collaboration with chapter staff, serve as a trainer for Wish Granting Volunteer training.
- Supervise volunteers and interns as assigned.
- Represent the organization at events as requested.

Essential Skills and Abilities

- Able to navigate ambiguity and helps others to do so as well.
- Adequately manages a large workload adhering to timeframe expectations.
- Conduct sensitive conversations with families with ability to process difficult conversations with supervisor.
- Willingly seeks guidance and input from team.
- Accepts constructive criticism and feedback.
- Makes a positive contribution to the department and is a collaborative teammate.
- Leads by positive example.
- Builds rapport and establishes collaborative relationships (internal and external) to achieve objectives.
- Readily adapts to change. Shifts strategy or approach in response to the demands of a situation. Prioritizes and plans work activities.
- Demonstrates required technology skills.
- Demonstrates attention to detail and quality.
- Proactive in spotting and addressing areas needing improvement.
- Ability to identify and delegate tasks appropriate for volunteers and interns as assigned.

Qualifications

- Bachelor's degree (master's preferred or equivalent combination of education and work experience).
- Bilingual Spanish required.
- Experience with psychosocial assessments, working with families in crisis or working with medically fragile children including difficult conversations and conflict resolution.
- Valid driver's license and reliable transportation.
- Availability to be on call on a rotating basis.
- Periodically available for evening and weekend event/trainings.
- Commitment to and a passion for the mission of the Make-A-Wish Foundation.

Physical Demands

While performing this job, employees may be required to talk, stand or sit for long periods of time, walk, climb stairs, key data, stoop, twist, bend, crawl, speak and hear. Employees may drive a motor vehicle and may be required to travel during business hours. Person must also be able to move/lift to 20 pounds. While performing this job employee is exposed to weather prevalent at the time with varying noise levels. Reasonable accommodations may be made to enable a person with disabilities to perform the essential functions.



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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.

How to Apply:

**Please copy and paste the link below in your browser to complete & submit our formal application on behalf of the Bilingual Associate, Wish Assessment and Relationship position with MAW Metro New York.

https://makeawishmetronewyorkandwesternnewyork-vxrot.formstack.com/forms/bilingual_associate_wish_assessment_and_relationship

Only applications submitted through this link via Formstack will be considered for this position. **