

## Executive Search

### Make-A-Wish® New Jersey Seeks a Director of Medical Outreach

Make-A-Wish® New Jersey (MAWNJ) is seeking a highly motivated, team oriented professional to direct its Medical Outreach program. Medical outreach enables the chapter to ensure that all qualified children receive their wish. This position is a tremendous opportunity to share in the power of making a child's wish come true.

Make-A-Wish® began in 1980 when law enforcement officers in Arizona decided to grant one 7-year-old boy with leukemia his wish to become a police officer. Today, tens of thousands of volunteers, donors and supporters advance the Make-A-Wish® vision to grant the wish of every child diagnosed with a life-threatening medical condition. More than 285,000 children in the United States and its territories—15,300 in 2016 alone—have benefited from the hope, strength and joy of experiencing their one heartfelt wish. On average, a wish is granted every 34 minutes. MAWNJ is one of the country's leading Make-A-Wish® chapters.



MAWNJ is headquartered in the Samuel & Josephine Plumeri Wishing Place in Monroe Township. This 20,000 square-foot facility is the only one of its kind, a magical environment that is free of limitations, confinement, and stress where seriously ill children can experience the imaginative possibilities of a wish. The Wishing Place opened in 2011, the result of an extraordinarily successful capital campaign that surpassed its goal and posted the largest gift in the history of the national Make-A-Wish® Foundation at that time.

At this time, the chapter seeks to recruit a dynamic Director of Medical Outreach to join its Mission Delivery team. The Director will develop and implement strategies to cultivate referral relationships with medical professionals, social workers, and child life specialists throughout the state, to ensure that all qualified children receive a wish. This position reports to the Vice President for Mission Delivery.

### The Role of the Director of Medical Outreach

MAWNJ delivers on its promise through referrals from medical, social work, and child life professionals from throughout New Jersey. Their participation is crucial to achieving the chapter's goal to increase the number of wishes granted each year. The primary responsibilities of the Director of Medical Outreach include:

- Developing and executing a statewide medical outreach plan.
- Working with the Vice President of Mission Delivery to set and attain annual medical outreach goals and objectives, as well as long-range strategic goals. This includes achieving a target number of face-to-face trainings/meetings throughout state to educate referral sources regarding the Foundation's services and eligibility requirements.
- Building a referral source network encompassing all of New Jersey through research, analysis, and cultivations of relationships with medical professionals, social workers and child life specialists.
- Ensuring that appropriate medical advisors in various areas of medical interest are secured and regularly engaged.
- Producing medical outreach materials and all support materials related to outreach.
- Keeping referral sources informed on wish progress throughout wish granting process.
- Organizing annual referral source recognition efforts (for example, the yearly Medical Professionals Reception).
- Coordinating regular public awareness events (Child Cancer Awareness Month, World Wish Day, etc.)
- Ensuring that information regarding medical criteria/eligibility changes are being disseminated to medical professionals and referral sources in a timely and efficient manner.
- Supporting the Intake Coordinator position with review of medical eligibility and authorization paperwork.
- Contributing to the assessment of the annual Performance Evaluation of the Intake Coordinator.
- Ensuring that all referrals and eligibility paperwork are processed and documented in the organization's database (Raiser's Edge/Salesforce) in a timely manner with the assistance of the Intake Coordinator/Program Services Assistant(s).
- Ensuring that all program staff are adequately trained to accept/process referrals when necessary.
- Producing and distributing educational and informational materials specific to medical eligibility to referral sources on a regular basis.
- Providing referral sources with post-wish feedback received from families.

- Maintaining working knowledge of Make-A-Wish<sup>®</sup> America (MAWA) national policies, guidelines and resources as they relate to the wish referral process and medical outreach.
- Following up with referral sources for necessary medical paperwork status updates.
- Serving as initial point of contact, oversight and assistance with Medical Rush Wishes.
- Working in collaboration with the Director of Volunteer Programs to ensure that volunteers are properly trained in eligibility criteria and able to assist with medical rush wishes.
- Other duties, as assigned.

### **Candidate Qualifications and Experience**

- Bachelor's degree required, Master's degree preferred in Child Life, Social Work, Health Services
- 3+ years related work experience specialized in Child Life, Pediatric Social Work, Children's Health Services, Program Management, and/or a nonprofit organization setting
- Working knowledge of childhood illnesses & treatment protocols
- Supervisory experience, 2+ years preferred
- Demonstrated ability to motivate and support a diverse constituency in a team-oriented atmosphere
- Self-motivated, team oriented and highly organized with strong attention to detail
- Strong interpersonal and excellent verbal/written communication skills
- Ability to build and sustain productive long-term relationships
- Excellent communication and customer service skills
- Microsoft Office proficient; Raiser's Edge/Salesforce experience preferred
- Commitment to and passion for the Make-A-Wish<sup>®</sup> mission
- Confident, polished and professional presentation and communication skills for both large and small group settings
- Strong analytical and critical thinking skills, with sound judgement
- Ability to work evenings and weekends to ensure coverage at professional seminars; position will require standing for long periods and the ability to carry and set up MAWNJ display materials
- Ability to manage multiple projects simultaneously and achieve objectives with a sense of urgency
- Ability to travel within the NJ/NY/PA Tri-State area (up to 40%); additional travel may arise on an as-needed basis
- Must be social media savvy for research and communication purposes

## Compensation Package

MAWNJ is prepared to offer a competitive compensation package. This position also offers the opportunity to work with a team of professionals who are passionate about what they do every day. Together, we bring light and a little magic to the lives of seriously ill children throughout New Jersey. For more information about MAWNJ, please visit <http://nj.wish.org/>.

## Make-A-Wish® New Jersey

Make-A-Wish® New Jersey (MAWNJ) serves the entire state of New Jersey. Led by President & CEO Tom Weatherall, MAWNJ is one of the most successful and efficient Make-A-Wish® chapters in the United States. Tom assumed his role as President & CEO in 2005, after serving for three years as the Vice President of Development. Under Tom's extraordinary leadership, MAWNJ has experienced record-breaking fundraising and wish-granting totals.

MAWNJ, one of the largest and most well-established Make-A-Wish® chapters, has granted more than 9,500 wishes since opening its doors in 1983. The reality, however, is that for every wish that is fulfilled, several more seriously ill children await their turn. MAWNJ's board and executive leadership, as well as its 28 dedicated staff members and hundreds of volunteers, are deeply committed to expanding the organization's wish-granting capability so that every New Jersey child who battles a life-threatening condition has the chance to receive their most heartfelt wish.

## The MAWNJ Mission, Vision and Culture

*Make-A-Wish® New Jersey grants the wishes of New Jersey children with life-threatening medical conditions to enrich the human experience with hope, strength and joy. Our vision is to make every eligible child's wish come true.*

At MAWNJ, wishes are more than just a nice thing. For a child with a life-threatening medical condition, a wish might give them the courage to comply with their medical treatments. Parents and families are granted the too-rare feeling of optimism. Volunteers, medical professionals, donors, and sponsors see how their participation, however large or small, creates meaningful benefits for others.

Wishes are as diverse as the children wishing them. There are wishes to go, wishes to meet, wishes to have, and wishes to be. Our staff and volunteers are masters of inventiveness and team work, and often reach well beyond New Jersey's borders to create a child's wish experience. Flexibility, speed to action, and unwavering commitment are the norm at MAWNJ.

In addition, MAWNJ shares the Make-A-Wish® Foundation's Core Values:

**Integrity:** We approach every aspect of our work with unwavering standards of honesty, transparency and respect for wish recipients, their families and Make-A-Wish® supporters.

**Child Focus:** Our business practices always put the interests of wish children first. Always.

**Excellence:** We aspire to best-in-class business practices, and we embrace the challenge to exceed expectations at every opportunity.

**Community:** We foster a collaborative, global community composed of staff, volunteers and donors with the collective ability to make the broadest possible range of wishes come true.

**Inspiration:** We are inspired by the examples of our wish kids and the actions of the entire Make-A-Wish® community to approach our mission with life-affirming enthusiasm, imagination and creativity. As a result, we fill each wish experience and every interaction with hope, strength and joy.

### **Contact Information for Interested Candidates**

Qualified candidates are encouraged to send a cover letter and resume, along with current salary history, to:

Michele Hickey  
Senior Director of Executive Search  
The Nonprofit Search Group  
[michele@thenonprofitsearch.com](mailto:michele@thenonprofitsearch.com)

Please refer all questions regarding this position to Michele Hickey at (201) 596-4022.

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