



Make-A-Wish® Metro and Western NY

Bilingual Wish Relationship Associate

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| Job title: Bilingual Wish Relationship Associate | |
| Reports to: Senior Manager, Wish Relationship | Location: 500 5th Avenue, NY, NY 10110 |
| Supervisory Responsibilities: N/A | |
| Pay Transparency Salary Range: \$55,000-\$58,000 | |
| Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern | |
| <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt | |

Reporting Structure:

The Bilingual Wish Relationship Associate reports directly to the Senior Manager of Wish Relationship who works in conjunction with the Director and Vice President, Metro Mission Delivery.

General Summary:

The **Bilingual Wish Relationship Associate (BWRA)** is responsible for teaming with the Logistics Associate to fulfill the wish experience for our wish families. The BWRA implements the mission of Make-A-Wish Metro NY by introducing each family to the wish journey. The Wish Relationship Associate is the primary point of contact for the wish child/family. They are responsible for implementing a child focused approach toward working with wish children, families, and volunteers.

This position helps the organization get to know each wish child and family and sets expectations on the wish process including establishing and clarifying chapter and national wish granting guidelines and collecting all required signatures on paperwork and documentation relevant to the child’s wish. 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 supports in wish delivery in addition to enhancing volunteer training through intentional feedback and coaching of volunteers. This position works closely with the Logistics Team, the Medical Outreach team and the Volunteer Support Associate as a wholistic approach in granting a wish.

This role must adhere to the policies, guidelines and procedures established by the National Office and local Make-A-Wish Foundation Chapter. He/she is to act as a member of the team in supporting coworkers and supervisors in accomplishing the Chapter objectives set forth by



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chapter executive leadership. The Wish Relationship Associate may be required to perform other job-related tasks than those specifically presented in this description.

Principle Accountabilities:

- Builds rapport with the wish family and skillfully completes a bio-psycho-social intake assessment as part of the intake process with the family to understand family dynamics, family norms, family influencers, and family supports toward granting the child’s wish once eligibility is determined
- Ensures accurate and meticulous data entry for all interactions with wish families and constituents, maintaining comprehensive records within the wish database.
- Ensures the child’s wish aligns with National and Chapter standards and guidelines
- Manages expectations of wish family around wish type, wish participants and wish timeline, this includes establishing deadlines to accomplish various milestones in the wish journey.
- Provides coaching and feedback to Wish Granting volunteers as they support the wish granting process through communication with the family and collection of signatures/documents
- Manage a robust caseload in a fast-paced environment while maintaining efficiency and quality.
- Assigns a Complexity Score based on a rating of the information learned during the intake assessment and the complexity of the wish within a specified timeframe
- Coordinate all specific aspects involved with wish planning, including but not limited to defining wish details, solidifying wish participants and participant needs, clarify wish priorities, identifying forms/documents that need to be completed, prepare and send all needed forms, gather and process all required signed documents, etc.
- In conjunction with Volunteer Services;
 1. Build and maintain relationships with wish-granting volunteers
 2. Perform follow-up communication calls with volunteers/families assigned to active wishes
 3. Communicate responsibilities to volunteer wish-granters on active wishes, ensure open dialogue and compliance with National Performance Standards and Chapter Guidelines
 4. Provide feedback to the Volunteer Services team
- Effectively perform crisis communication and listening techniques with wish families
- Update and keep current the wish databases and equivalent digital files for each child to ensure compliance with National Standards and Chapter performance standards.
- Monitor progress of each wish and ensure wish proceeds in a timely manner, so that wishes are granted within two years



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- Assist as necessary to define the wish of the child and clarify process with volunteers and wish families
- Schedule wishes in accordance with the targeted number of wishes for the respective role; – goals set by the Wish Relationship Director and Vice President, Metro Mission Delivery
- Complete wish record data entry with maximum of 5 discrepancies, and ensure each record is complete, up to date and follows Standard Of Use (SOU) objectives
- Keep abreast of National policies, guidelines, and resources as they relate to the wish granting program.

Essential Skills and Abilities:

- Strong interpersonal, verbal, and written communication skills
- Ability to build and sustain productive, long-term relationships
- Ability to manage multiple projects simultaneously and achieve objectives
- Strong database expertise
- Ability to work within family systems to facilitate wish granting
- Detail-oriented and well organized
- Ability to motivate and support a diverse constituency in a team-oriented atmosphere
- Ability to maintain confidentiality
- Ability to manage a hybrid remote work schedule, maintaining the same high quality of work and productivity as an in-office environment.

Qualifications:

- 2-4 years of experience with case management, project management or a transferable skill set.
- Bilingual Spanish required, with proficiency in speaking, writing and reading.
- Experience with psychosocial assessments, working with families in crisis or working with medically fragile children including difficult conversations and conflict resolution
- Availability to be on call on a rotating basis
- Periodically available for evening and weekend events/trainings
- Commitment to and a passion for the mission of the Make-A-Wish Foundation

Physical Demands:

The physical demands and work environment listed here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable a person with disabilities to perform the essential functions.



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- While performing this job employees may occasionally be required to talk, stand or sit for long periods of time, walk, climb stairs, key data, stoop, twist, bend, crawl, speak and hear
- Person must also be able to move/lift to 20 pounds

Diversity, Equity & Inclusion Commitment Statement:

Committed to attracting and retaining a diverse staff, MAW Metro New York and Western NY will honor your experiences, perspectives and unique identity. Together, our community strives to create and maintain working and learning environments that are inclusive, equitable and welcoming.

Equal Employment Statement:

At Make-A-Wish Metro and Western New York, we celebrate the diversity of our employees and our leadership. Make-A-Wish Metro and Western New York is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.

Transparent Salary Range:

\$55,000 - \$58,000 annually

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 use the following link to complete and submit our formal application for the Wish Relationship Associate at Make-A-Wish:

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

Please note: only applications submitted through this link via Formstack will be considered for this position.