

Make-A-Wish®

COLORADO

Job Title:	Director of Program	
Location:	Denver, CO	
Reports to:	COO	
Employment Status:	<input checked="" type="checkbox"/>	Regular
	<input type="checkbox"/>	Temporary
	<input checked="" type="checkbox"/>	Full-time
	<input type="checkbox"/>	Part-time
	<input type="checkbox"/>	Non-exempt
	<input checked="" type="checkbox"/>	Exempt
Date:	July 2019	

JOB/POSITION SUMMARY:

This position is responsible for managing the wish coordinators and directing the wish experience within the policies and procedures established by the National Office and our local Make-A-Wish chapter. Job responsibilities are not limited to those specifically presented in this description.

JOB/POSITION RESPONSIBILITIES:

- Direct the development, implementation, and growth of the wish coordinators
- Provide on-going training and support for the department
- Implement wish coordinator training programs including orientation, conferences and continuing education. Includes ongoing support, guidance and periodical evaluations of personnel performance
- Establish wish coordinators work schedules
- Administer program-related activities
- Implement national and local wish granting policies, guidelines, standards and procedures to ensure consistent program quality
- Work alongside COO to approve Colorado wish granting policies Maintain wish child databases, as well as hard copy files, as directed by National procedures
- Act as 24-hour emergency liaison
 - Prepare the department on-call schedule
- Oversee wish granting from initial contact to wish completion
- Responsible for approving each wish based on National and local policies/guidelines
- Coordinate or delegate resources and details necessary to complete wishes
- Maintain wish file confidentiality through approved systems and personnel training
- Identify and resolve program issues affecting wish children, their families, and the Foundation, notifying supervisor and other appropriate parties, if necessary
- Responsible for granting wishes when necessary

Job/Position Description

Page 2

- Work with the Development team with the Adopt-A-Wish program
- Conduct regular department meetings with COO
- Prepare and maintain wish-related reports, including quarterly board report
- Work alongside COO to manage in-kind program
- Review and reconcile wish In-kind
- Work alongside COO to review and update the quarterly pending wish liability
- Responsible for overseeing department budget, including individual wish budgets. COO and CEO to approve high cost wishes
- Approve wish coordinator's monthly expense reports
- Responsible for ordering all Wish Granting inventory

QUALIFICATIONS/ KNOWLEDGE, SKILLS, AND ABILITIES REQUIREMENTS

The Director of Program must model integrity, work to inspire colleagues and contacts and strive to build a great team. The following qualifications, skills and abilities are required:

- Bachelor's Degree required
- 2-5 years management experience
- Strategic project planning and decision-making skills
- Superior teamwork skills; ability to engage and collaborate with staff and volunteers
- Ability to make decisions in a changing environment and anticipate future needs
- Must be sensitive to the issues surrounding children and families affected by life-threatening medical conditions and have a commitment to and a passion for the mission of Make-A-Wish Colorado and a willingness to work some evenings and weekends, when necessary
- Statewide travel is required as is a valid driver's license
- Strong public speaking skills
- Ability to work calmly and handle pressure situations
- Detail-oriented and well organized
- Highly professional demeanor, able to work successfully with a wide variety of constituents including families, staff, donors, board members, vendors, volunteers, and professional consultants
- Exceptional written, oral and interpersonal skills and the ability to effectively interface with senior management, families, staff, donors and volunteers
- Ability to work with minimal supervision, ability to manage multiple priorities, and work in a deadline driven environment
- Energetic, flexible, collaborative, and proactive
- Confidentiality and personal integrity are essential
- Proficient computer skills in Microsoft Office and database management, preferably Raiser's Edge database management software

To apply, please email a resume and cover letter to jgetsch@colorado.wish.org