



Make-A-Wish® creates life-changing wishes for children with critical illnesses. We seek to bring every eligible child's wish to life because a wish is an integral part of a child's treatment journey. Research shows children who have wishes granted can build the physical and emotional strength they need to fight their illness.

Make-A-Wish® Canada is an affiliate of Make-A-Wish® International, the largest wish-granting organization in the world, making dreams and wishes come true for more than 500,000 children since 1980.

Join our team as a:

**WISH COORDINATOR, QUEBEC**  
**Montreal, QC (\*working temporarily remotely during COVID-19 Pandemic)**  
**Status: Regular Full-Time**  
**Reference #: MW027**

### **JOB SUMMARY**

Reporting to the Senior Manager, Mission Advancement, this position is responsible in managing the wish granting process in Quebec from initial contact with the Wish Family, to the delivery and follow up of wishes. This position is also responsible for pro-actively maintaining existing relationships and seeking out new referral sources to ensure continued growth in the granting of wishes. This position safeguards the interests of the Foundation and the Wish Families by following established procedures and guidelines as set out in the Wish Granting Policies and Procedures and by their supervisor.

### **PRIMARY RESPONSIBILITIES**

- Researches, plans, coordinate, execute and follow up on wishes with Wish Families, ensuring the integrity of all wishes is met.
- Reviews all travel packages to ensure that tickets and vouches are correct and distribute travel packages to Wish Families according to best practice and reviews travel wish package in detail with Wish Families as needed.
- Collaborates with internal departments to assist with development and/or coordination of material for wish stories.
- Communicates with Wish Families and required resources such as; National Office, suppliers, sponsors, donors and community liaisons to ensure the execution of wishes (e.g., travel, items).
- Develops and assists with on-going engagement opportunities for Wish Families and the Foundation.
- Develops and maintains relationships with volunteers to ensure that they abide by Wish Granting Policies and Procedures.
- Creates and generates data for reports and ensure all reporting is up-to-date.



- Collaborates with the Senior Manager, Mission Advancement in identifying opportunities for development and growth in wish referral sources.
- Pro-actively identifies, visits and establishes relationships with new referral sources including; physicians, social workers, nurses, educators and others.
- Represents the Foundation and be a spokesperson at various meetings and events as required.
- Establishes and maintains a network of external relationships with medical and health professionals, suppliers, referring organizations and community liaisons to assist in the granting of wishes.
- Works in compliance with the provisions of The Occupational Health & Safety Act in the applicable province of employment and its regulations, and complies with the Foundation's Health & Safety Policy.
- Other duties as assigned.

## **QUALIFICATIONS**

- Post-secondary education in a related field or an equivalent combination of education, training and experience.
- 2 – 3 years in an administrative role with demonstrated experience in multi-tasking in a fast-paced environment.
- Understanding of basic medical terminology related to child illnesses would be an asset.
- Previous experience in travel or tourism would be an asset.
- Demonstrated experience in the development and facilitation of training or orientation programs.
- Demonstrated experience dealing with highly sensitive customer service situations.
- Access to a reliable form of transportation is required to fulfil the responsibilities of this position.
- Proficient in Microsoft Office 2010 (Word, Excel, PowerPoint and Outlook) and related search engines.
- Strong oral and written communication skills.
- Excellent organizational and customer service skills.
- Experience in dealing with high volume of work, tight deadlines and ability to deal with competing priorities.

## **WORKING CONDITIONS**

- Office environment with occasional requirements to work outside of regular office hours
- Occasional day/overnight travel

## **PHYSICAL & MENTAL EFFORT**

- Works under pressure at peak times of the year with tight deadlines, high volume workload, and with multiple demands, changing and overlapping priorities.



- Emotional situations in dealing with wish recipients and families facing life threatening conditions or illnesses, in palliative care, and end-of-life stages.

## WHAT WE OFFER

Make-A-Wish® Canada offers meaningful opportunities to make an impact. We are committed to fostering a culture that aims to change lives, foster compassion and better humanity.

In return for your contributions, we offer an attractive compensation package that encompasses a competitive salary, excellent benefits and the opportunity to have a rewarding employment experience where your contributions can make a true difference every day.

## HOW TO APPLY

Qualified candidates are invited to send their resume and cover letter stating salary expectations, and quoting the reference **Quebec Wish Coordinator, Posting #MW027** in the subject line of the email by **July 26, 2021**, to:

Make-A-Wish® Canada Human Resources  
Hr.Recruitment@makeawish.ca

We thank all applicants for their interest and advise that only those selected for an interview will be contacted. No phone calls, please.

Make-A-Wish® Canada provides equal opportunity in employment and encourages applications from all qualified persons. Accommodations are available on request for candidates taking part in all aspects of the selection process.

## JOIN OUR ONLINE COMMUNITY

For more information on how you can support Make-A-Wish® Canada or get involved please visit our website at [makeawish.ca](http://makeawish.ca).