



JOB TITLE:

Part-Time Medical Coordinator

SUMMARY:

We are currently seeking an experienced Part-Time Medical Coordinator to join our team in our Dallas, TX, 75001 location.

WHO WE ARE:

Make-A-Wish North Texas - Since 1980, Make-A-Wish® has been creating life-changing wish experiences for children with critical illnesses around the world. Wishes have proven physical and emotional benefits that can give children with critical illnesses a higher chance of survival. When a wish is granted, a child replaces fear with confidence, sadness with joy and anxiety with hope. Wishes even reunite families and enrich entire communities. Every eligible child needs a wish to count on! To learn more about us, please visit us at <https://ntx.wish.org/>.

ABOUT THE ROLE:

The Medical Coordinator is responsible for managing wish referrals and medical eligibility forms for the chapter. In addition, they support import processing and travel guidance based on national standards

WHAT YOU'LL DO:

Core duties and responsibilities include the following. Other duties may be assigned

- Receives and processes wish referrals for the chapter
- Ensures data integrity of leads submitted and works with families and/or providers to gather missing information
- Initiates the eligibility process with providers and manages follow up to ensure timely turnaround of eligibility decisions
- Creates and sends DNQ letters
- Manages customer calls and questions regarding eligibility and DNQ notifications
- Serves as back-up for the import process, working exceptions and ensuring data quality
- Manages the referral and medical queues for the chapter
- Builds strong relationships with referral sources and onboards new providers
- Stewards referral sources on ongoing basis
- Manages travel guidance in conjunction with the national office and medical advisors
- Maintains working knowledge of national policies, guidelines and resources and ensures local templates, standards and processes meet national standards
- Cross trains with other staff members on core functions for intake area, serving as back-up and support as needed

OUR PERFECT CANDIDATE:

Education and Experience:

- Bachelor's degree
- Medical knowledge
- 3+ years of relevant work experience demonstrating a record of accomplishment in a detailed oriented position
- Experience with Raiser's Edge or Salesforce preferred
- Ability to read, write, and communicate in Spanish and English language preferred





REQUIRED ABILITIES AND SKILLS:

- Strong interpersonal, verbal, and written communication skills
- Time management skills to prioritize and organize work to meet deadlines
- Ability to plan work priorities, evaluate work performances and provide recommendations for improving productivity and efficiency of work
- Ability to maintain a variety of internal and external contacts and work cooperatively with staff
- Ability to work under the pressure of deadlines and time constraints
- Ability to apply discretion and independent judgment and exercise confidentiality
- Ability to perform all duties with an understanding of the mission, philosophy, culture, and protocol of the Make-A-Wish Foundation of N. TX and conducts all duties in accordance its principles; conducts all communications and job duties with the highest level of professionalism
- Duties are usually performed seated. Sitting may be relieved by brief or occasional periods of standing or walking
- Proficiency in Microsoft Office Applications including Excel, PowerPoint, and Word

COMPANY OFFERS:

- Competitive salary will commensurate with experience and education
- Benefits package available: (401k company match; paid time off and holidays)

TO APPLY:

Please submit your resume, cover letter, and salary requirements (a range is fine) to <mailto:HR@ntx.wish.org>.

We are an Equal Opportunity Employer!

