



## Medical Outreach Ambassador

Department: Medical Outreach

### Scope of Position

Ambassadors spread awareness about Make-A-Wish Southern Nevada by reaching out to new and existing medical contacts through discovery calls and hospital/practice visits. They educate medical professionals about qualifying medical criteria for wishes and address misconceptions. They fulfill medical stewardship needs. They participate in health fairs and attend events put on by our nonprofit partners (examples: medical seminars, community and internal events, and more).

### Key Responsibilities

- ★ Call and/or visit medical facilities and talk with medical professionals about the Make-A-Wish eligibility process
- ★ Obtain Booth-in-a-Box materials, if necessary, from Make-A-Wish office prior to speaking engagement or event. Responsible for returning materials afterward
- ★ Set up outreach booth at speaking engagement or event, if needed
- ★ Distribute Make-A-Wish information and marketing collateral to further awareness
- ★ Answer questions regarding volunteer opportunities, the wish process and medical eligibility
- ★ Deliver enthusiastic presentations that highlight our mission, vision and values, tailored to each organization

### This Position Is Right for You If...

- ★ You know the Make-A-Wish mission, vision, values and standards
- ★ You are well-versed in referral requirements and our eligibility process
- ★ You possess strong communication and public speaking skills and present in a professional manner
- ★ You exude confidence approaching medical professionals and acting as a Make-A-Wish representative
- ★ You work well with others, and are known as a "team player"
- ★ You are comfortable in medical environments including hospitals, clinics, and offices
- ★ You are available within typical 9 to 5 workday hours

### Time Commitment

- ★ Varies depending on the event. Will be briefed on expectations in advance

### Location

- ★ Meetings may take place at doctors' offices, hospitals, health fairs, medical seminars, school resource fairs, community events and more

*For more additional information, please contact our Volunteer Department,  
[volunteers@snv.wish.org](mailto:volunteers@snv.wish.org)*

## Training

- ★ Volunteer Orientation
- ★ Background Check required
- ★ Required to meet with the Pre-Wish Coordinator and attend a training session



## Medical Outreach Ambassador Subcategories

### Medical Outreach Callers

- ★ Conducting Discovery Calls to new prospect facilities to learn more about their caseload and if they treat children who might qualify medically for a wish
- ★ Conducting Eligibility Calls to ask questions to learn more about certain children/conditions/comorbidities that might qualify the child for a wish

### Medical Outreach Runners

- ★ Deliver, explain, and obtain medical paperwork that helps move the wish process forward
- ★ Ability to ask appropriate clarifying questions for potentially qualifying conditions
  - Strong understanding of conditions that qualify and those that may be eligible

### Medical Outreach Holiday Stewarding Specialists

- ★ Create and write "Thank You" and "Thinking of You" cards to medical facilities for medical professional holidays
  - Create unique, stand-out stewardship plans that will distinctly recognize specific holidays/professionals
- ★ Deliver appropriate gifts/goods to facilities