

## Wish Celebration Mentor Role Description

Together, we create life-changing wishes for children with critical illnesses. From our humble beginnings with one boy's wish to be a police officer, we have evolved to be one of the world's leading children's charities, serving children in every community in the United States and its territories.

### **SUMMARY**

A Wish Celebration Mentor supports newly trained volunteers as they grow confident in their role and responsibilities. Mentors serve as coaches throughout a celebration assignment, working closely with fellow volunteers and chapter staff to help create meaningful connections with wish children and their families. This role can be performed virtually, allowing mentors to support mentees located anywhere across Illinois. By being a consistent, thoughtful, and reliable resource, mentors empower others to shine. This leadership role plays an integral part in developing strong Wish Celebration Volunteers who change lives.

### **DUTIES AND RESPONSIBILITIES**

- Stay up-to-date on wish type policies, process updates, and program expectations.
- Welcome and connect with new Wish Celebration Volunteers to understand where support may be needed.
- Guide volunteers through their first wish assignment, including:
  - How to sign up for a celebration wish
  - Creative, low-cost or free wish boost ideas and countdown calendars
  - Approaches to in-kind solicitation, including the utilization of national and local in-kind partnerships, and suggestions on how and who to ask.
  - Planning a celebration or send-off within policy and budget
  - How and when to complete reimbursement and in-kind forms
- Provide coaching on communication with families and children (speaking and nonspeaking), collaborating with a volunteer partner, and planning within timelines.
- Empower volunteers to make decisions while modeling appropriate escalation to staff when needed.
- Reinforce Make-A-Wish policies, procedures, and best practices in a supportive manner.
- Serve as a friendly, reliable point of contact for mentees.
- Conduct monthly check-ins with each mentee to provide advice, encouragement, and problem-solving support.
- Maintain timely and professional communication with mentees during their wish assignment.
- Maintain working knowledge of volunteer budgets for each wish type.
- Provide feedback while adopting and embracing policy updates.
- Communicate periodically with Make-A-Wish Volunteer Program staff regarding mentee progress, volunteer needs, or concerns, including in mid-year check-in.
- Complete and submit a quarterly mentor tracker to document mentee engagement, support provided, and any identified needs or concerns.
- Participate in mentor training, peer gatherings, and optional continuing education.
- Help foster a supportive, inclusive volunteer community aligned with Make-A-Wish values.

### **QUALIFICATIONS**

- Currently serving as a Wish Celebration Volunteer, having already completed a minimum of 3 wishes.
- Strong understanding of Wish Journey workflow, wish boosts, in-kind solicitation, volunteer budgeting, and celebration/send-off planning.
- Thorough knowledge of resources provided through Wishnet.
- Comfort interacting virtually (Teams, Zoom, FaceTime, etc.) and/or via phone.
- Excellent verbal and written communication skills.
- Ability to solve problems and coach individuals through unfamiliar processes.
- Strong interpersonal skills with the ability to develop and foster trusting relationships.
- Ability to collaborate with people of diverse backgrounds.
- Dependability and strong follow-through on all commitments.
- Ability to maintain confidentiality.

## PREFERRED QUALIFICATIONS

- Comfortable working with children who are non-speaking.
- Other preferred skills: empathy, creativity, ability to take direction from staff, self-management in mentor role, detail-oriented organization skills.

## MENTOR COMMITMENT

- 1-year commitment to ensure consistency in mentoring support.
- Support up to 5 mentees at one time.
- Completion of mentor orientation and required training.
- Completion of continuing education courses, as offered
- Approximately 1-3 hours per month, depending on number of mentees and their wish assignments.
- Monthly check-ins with each mentee (virtual, phone, or in person).
- Responsiveness to staff and mentee communication.
- Remain up-to-date on Make-A-Wish policies and best practices, reading any written communications and completing any new trainings in a timely manner.
- Provide and receive ongoing performance evaluation feedback with/from chapter staff

Failure to meet the commitment for a given role may result in deactivation of mentor status.

## SUPPORT PROVIDED

- Comprehensive mentor training and staff support
- If needed, access to a tool to support remote check-ins and mentoring sessions
- Access to resources, best practices, and ongoing professional development opportunities
- Coffee chat budget to support in-person meetings with mentees
- Custom MAW mentor swag