



Wish Celebration Volunteer Job 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 volunteer helps a child and family build resilience and experience healing during the Wish Journey, specifically in the time leading up to the wish itself. To deliver this intended impact, two wish celebration volunteers partner together to establish a meaningful connection with the wish child and family. This is done through in-person and virtual interactions that strengthen a child and family's support system and build hope and anticipation for a child and family leading up to the child's wish. A wish celebration volunteer is an important member of the "wish team," working collaboratively and cohesively with Make-A-Wish staff and other volunteers to create the most impactful experience possible for a child and family.

DUTIES AND RESPONSIBILITIES

- Connect with wish child, family, and staff to understand details about the child's likes/interests and their discovered wish to help personalize their experience
- On a monthly basis leading up to the wish celebration or send-off, provide wish boosts to build anticipation. Stick to the wish boost budget by finding fun, free or low-cost boosts and/or soliciting in-kind donations
- Once a wish date is finalized, create a fun way for the wish child to count down to the big day.
- Solicit in-kind donations for celebration supplies and food, wish boosts leading up to the celebration, and/or wish-related items (example: additional decorations for a room redo or fun activities for a plane ride).
- Utilize national and local in-kind partnerships
- As needed, serve as in-person support during and/or leading up to the wish day (attend shopping spree, assemble furniture, decorate, and other tasks related to the specific wish)
- Plan and host a wish celebration (non-travel wishes) or send-off (travel wishes), sticking to the celebration budget for the given wish type
- Other duties specific to the individual wish may be assigned as deemed appropriate
- Understand the mission, vision, and impact of Make-A-Wish
- Remain informed of and in compliance with all Make-A-Wish policies and procedures
- Be responsive, respectful, and committed to wish families, staff, and all partners who participate in achieving our vision
- Complete a minimum of 2 wish celebration assignments each calendar year

DESIRED QUALIFICATIONS

- Comfort interacting in-person with children ages 2 ½ to 18 who have critical illnesses and their families
- Ability to work effectively with a volunteer partner, wish family, and staff
- Ability to travel to and from wish-related locations

- Ability to problem solve, be flexible, and inform/escalate to staff when appropriate
- Strong interpersonal skills with the ability to develop and foster trusting relationships
- Ability to engage wish families with confidence, enthusiasm, and professional energy
- Ability to collaborate with people from different backgrounds
- Dependability and good follow-through on all commitments
- Clear and prompt verbal and written communication with wish family and staff
- Ability to maintain confidentiality
- Other preferred skills: creativity, ability to take direction from staff, ability to self-manage in a volunteer role; detail-oriented organizational skills; bilingual abilities in spoken and written form a plus

LOCATION

In-person (Wish Child's house, restaurant, park, community room, shopping mall, Dave & Busters, etc.)

VOLUNTEER COMMITMENT

- The average wish celebration assignment requires 1-2 hours each month, over the course of 1-6 months. Time investment typically includes coordinating with and getting to know the wish child and family, coordinating with wish partner, planning and carrying out meetings, boosts, send-offs, and celebrations.
- Completion of a minimum of two assignments per calendar year
- Completion of volunteer onboarding
- Completion of Wish Volunteer Training (*or Wish Granter Training pre-2024*)
- Completion of continuing education courses, as offered
- Remain subscribed to wish-related mass communications, ie. Wish Wednesday and Monthly Volunteer Newsletter
- 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 to/from chapter staff.
- Annual review and signing of Make-A-Wish Illinois' Conflict of Interest and Ethics statement
- Complete a background check every 3 years.

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

JOIN OUR TEAM OF INSPIRING PEOPLE TRANSFORMING LIVES

We are more than a great place to volunteer - our work is life changing. We are an inclusive and diverse group of people who, through a mosaic of backgrounds, thoughts and experiences are united in purposeful work. We are fueled and guided by our values - values that are represented in the inspired people we work with and the transformational work we do every day.

We respect and ensure equal opportunity, regardless of race, religion, ethnicity, national origin, age, gender identity, sexual orientation, disability, perceived disability, and other legally protected characteristics.