



Wish Discovery 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 discovery volunteer helps a child and family build resilience and experience healing toward the beginning of the Wish Journey. To deliver this intended impact, a wish discovery volunteer establishes a meaningful connection through virtual interactions that strengthen a child and family's support system and empowers a child to explore possibilities and discover a wish that emerges from their likes, interests, and passions. A wish discovery volunteer is an important member of the "wish team," working collaboratively and cohesively with Make-A-Wish staff to create the most impactful experience possible for a child and family.

DUTIES AND RESPONSIBILITIES

- Empower the wish child to explore possibilities and discover their wish. Wish discovery may occur through one or more virtual visits. In some cases, families may choose to conduct these conversations via phone
- Take detailed notes about each child's interests, wish choices, and the "why" or essence behind each wish
- Promptly submit the completed volunteer packet with all meeting notes after each Wish Discovery assignment
- Develop a thorough understanding of the Make-A-Wish mission, current wish policies, and wish types
- Remain informed of and in compliance with all Make-A-Wish policies and procedures
- Be responsive, respectful, and committed to wish families and staff
- Complete a minimum of 6 wish discovery assignments each calendar year

DESIRED QUALIFICATIONS

- Comfort interacting virtually (Teams, Zoom, or FaceTime) or on the phone with children ages 2 ½ to 18 who have critical illnesses
- 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: ability to take direction from staff, ability to self-manage in a volunteer role, bilingual abilities in spoken and written form are a plus

LOCATION

Interactions with the wish child and family take place virtually via web conferencing software or via phone.

VOLUNTEER COMMITMENT

- The average wish discovery assignment requires 1-3 hours from a wish discovery volunteer over the course of 1-3 months. Time investment typically includes scheduling a meeting with wish family, wish discovery meetings, and completion and submission of paperwork.
- Completion of a minimum of six wishes per calendar year
- Completion of volunteer onboarding
- Completion of Wish Discovery 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.

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.