



VOLUNTEER PROFILE

Area Leader

Make-A-Wish[®]
UNITED KINGDOM

More than 60,000 children in the UK have been diagnosed with a critical condition, changing their lives and the lives of their families forever. For them, the joy of childhood is brought to an abrupt end, with treatment, hospital appointments and sleepless nights taking over.

The power of a wish revives a childhood stolen by critical illness. It brings light and joy to children and their loved ones and leaves a profound and lasting impact on all their lives.

But we can't be that light for everyone. It takes an army of volunteers like you to help these children feel like children again. Together, we have the power to **#LightUpTheDarkness**.

WHAT WILL I BE DOING?



As an **Area Leader**, you will be strategically leading the Wishgranting Area. You will develop wishes in the Area to ensure we are working towards reaching every child, ensure that the Area provides good quality wishes for children, promote and maintain the policies and procedures of Make-A-Wish and proactively manage and support Community Leaders and/or Community Wish Coordinators. The core tasks for this role are based on the 6 areas of leadership and management that Make-A-Wish believes are required to motivate other adults and provide excellent wishes in your area. These are:

1. Providing Direction
2. Working with people
3. Achieving results
4. Enabling change
5. Using resources
6. Managing your time and personal skills

This is a governance role that oversees the operational delivery of wishes in your area.

HOW WILL I BE SUPPORTED?



You will be supported by our Director of Wishes, Community & People and Volunteering Team, both through 1-1 communication and through an Area Leaders' network where you can share best practice and receive support from your peers. There will also be relevant support available from other members of the Staff Team. We will ensure you have the training and tools required to deliver your role and will regularly be seeking your feedback to ensure that we can deliver the support you need.

WHAT ARE MY CORE TASKS?



Using the Make-A-Wish values of Be Magical, Be Inclusive and Be Inspired you will be required to do the following under each of the 6 areas of leadership and management:

1. Providing direction

- 1.1. Lead by example to promote a cooperative culture of working in the Area.
- 1.2. Create a vision for the future development of the Area that aligns with the strategic objectives of Make-a-Wish.



- 1.3. Develop a plan to realise the vision for the Area and work with others to implement and regularly review it.
- 1.4. Provide leadership, inspiration, and motivation for all Community Leaders and/or Community Wish Coordinators volunteering in the Area.
- 1.5. Work collaboratively with staff colleagues and advisory groups to agree priorities for the Area.
- 1.6. Ensure that everyone in the Area follows the policies and procedures of Make-a-Wish.
- 1.7. Carry out regular one-to-one meetings and support adults who report directly to you.
- 1.8. Responsible for all volunteering matters in your Area.

2. Working with people

- 2.1. Manage volunteers and develop good working relationships based on trust and Make-a-Wish values with the adults within the Area and with other stakeholders.
- 2.2. Encourage Community Leaders and/or Community Wish Coordinators to manage succession planning and identify the roles that they need to make the Area work effectively and recruit suitable people into those roles.
- 2.3. Allocate tasks to people within the Area and monitor the progress of those tasks.
- 2.4. Support Community Leaders and/or Community Wish Coordinators to develop by completing formal training requirements, learning on the job, trying out new skills and addressing problems affecting performance.
- 2.5. Build a team to support all areas of volunteering in the area. i.e. recruitment, training, finances etc.
- 2.6. Create a team spirit in the Area and support the development of the team as a whole.
- 2.7. Address conflict as it occurs within the Area and reduce the likelihood of it happening through good communication and other methods.
- 2.8. Run effective team meetings in the Area and participate fully in meetings with staff colleagues and other Area Leaders.
- 2.9. Ensure that Community Leaders and/or Community Wish Coordinators perform to agreed standards and if serious problems occur, the correct procedures are followed in consultation with staff colleagues.
- 2.10. Appropriately acknowledge good work carried out in the Area (through local events and the national Make-a-Wish Reward and Recognition scheme).
- 2.11. Carry out effective reviews and re-assign or retire people if necessary.
- 2.12. Build and maintain collaborative relationships with other relevant organisations in the Area.

3. Achieving results

- 3.1. Complete projects in the Area.
- 3.2. Ensure that all the initiatives in the Area are managed appropriately.
- 3.3. Ensure that there are appropriate processes in place within the Area to ensure that Wishes are delivered effectively to young people.
- 3.4. Ensure that Wishes are promoted locally within the Area to adults and young people including a focus on their needs and expectations.
- 3.5. Monitor and review the progress of Community Leaders and/or Community Wish Coordinators.
- 3.6. Resolve escalated problems and issues raised by an adult or wish child in the Area.
- 3.7. Work with Community Leaders and/or Community Wish Coordinators to continually improve the performance of all elements of Wishes within the Area.



4. Enabling change

- 4.1. Support and encourage adults in the Area to think of new and creative ways to improve Wishes for communities in the Area.
- 4.2. Be enthusiastic about new ideas, give constructive feedback on those ideas and encourage and support further work on them.
- 4.3. Communicate your vision for the future of the Area and lead people through changes that this vision requires.
- 4.4. Develop effective plans to implement change and then carry them out, working together with relevant members of the Area.
- 4.5. Recognise the contribution of others towards change and improvement.

5. Using resources

- 5.1. Ensure that any monies (including grants) that are handled on behalf of the Area are sufficient for the work being undertaken.
- 5.2. Ensure that the health and safety of everyone involved in wishes within the Area is properly managed at all levels.
- 5.3. Make decisions about all matters within the Area based on the best available information.
- 5.4. Ensure that key knowledge within the Area is properly managed and used to improve the operation of Wishes within the Area.
- 5.5. Provide resources, support, and encouragement for teams of volunteers within the Area to work in many ways.

6. Managing your time and personal skills

- 6.1. Agree realistic goals and targets with staff colleagues for the development of the Area that work towards Make-a-Wish's strategic objectives.
- 6.2. Consider the future requirements of your role then identify the skills and knowledge that you need to develop or improve and the steps that you will follow to do so.
- 6.3. Ask other adult volunteers for feedback about how you carry out your role and act on it.
- 6.4. Develop and maintain personal contacts with people both inside and outside of wishes who may be able to help you to achieve your plans for the Area.

WHAT SKILLS/ATTRIBUTES DO I NEED?



We are looking for someone who:

- Understands the voluntary sector and the essential role volunteers play in delivering organisational objectives.
- Can develop and implement long-term plans that improve and expand the wishes offered to children and identify any training, resources and other needs required to undertake this work.
- Has experience of line managing volunteers within a volunteer structure.
- Can enable others to identify issues, clarify objectives, develop attainable objectives, and gain the necessary skills and confidence to work as an effective team.
- Has leadership skills and experience.
- Is able to think strategically and develop strategic plans.
- Is confident providing advice and support to others.

Make-A-Wish Foundation® UK

Registered Address: Make-A-Wish Foundation UK,

Seventh Floor, Thames Tower, Station Road, Reading RG1 1LX

make-a-wish.org.uk 01276 40 50 60

Charity Registration No. (England and Wales) 295672 / (Scotland) SC037479

Company Registration No. 2031836



- Puts relationships at the heart of what they do; from developing effective relationships with your volunteers to being able to build strong community networks. You should be empathic and compassionate and believe in the power of communities working together.
- Is highly organised and has good time management and planning skills, but also the ability to delegate to others within the team.
- Is good with IT, with access to a smartphone/tablet/laptop (you will be required to use our systems and processes to manage your Area).
- Is a keen problem solver, able to negotiate and to think creatively and use your own initiative.
- Has great communication skills and experience of working with a range of audiences.
- Is flexible, self-motivated, energetic, enthusiastic, and passionate.

HOW MUCH TIME DO I NEED TO COMMIT?



As this is a strategic role which shapes our community led approach to granting wishes, the amount of time commitment will vary throughout the year and depend on the number of volunteers in your area and their needs. We anticipate on average you will need to commit between 0-10 hours per week to deliver this role (flexibly as the role demands). There will also be 3 Area Leaders' meetings a year, over a weekend, that you will be expected to attend. The first of these to launch this exciting new role will be taking place **1st-2nd October 2022**. Venue is TBC but will be somewhere in the Midlands.

WHAT DO I GAIN?



You will help create and maintain a community model to support the delivery of wishes within your Area. Through your leadership and support, local volunteers will be making the wishes of critically ill children come true in your area and making a difference not just to their lives, but to that of their family members. A wish builds resilience, confidence, hope and aspirations within the wish child, as well as creating lasting memories. In addition, you will:

- Be part of the national Make-A-Wish UK team and community
- Be bringing your community to life around a fantastic cause
- Be impactful, by using your own skills and expertise and develop new skills and knowledge
- Receive the training and support to empower you to deliver

WHERE WILL I BE BASED?



You will be able to deliver this role from home and within your own community. How you deliver meetings/training with your team will be at your discretion; this could be in person or virtually and we will ensure you have the tools to be able to do this. Area Leaders' network meetings and training will be delivered via Zoom/Teams to ensure accessibility across the United Kingdom. Periodically, we will also have in-person meetings.

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HOW DO I FIND OUT MORE?



If this sounds like you, and you would like to know more about being part of a magical, inspiring team, why not arrange an informal call with our Director of Wishes, Community & People, Jamie Macdonald. Here you can learn more about the role, our recruitment process and how we will support and empower you in the role before applying. A more detailed list of core tasks is available as part of this discussion.

All volunteer roles are subject to an informal interview and two satisfactory references.

Contact name Jamie Macdonald
Contact job title Director of Wishes, Community & People
Contact email Jamie.Macdonald@makeawish.org.uk



The organisation is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. A standard DBS disclosure/Basic Disclosure will be requested where required.

Make-A-Wish UK is committed to attracting and recruiting diverse candidates as it's important that our trustees, employees, ambassadors, and volunteers reflect the communities we serve at every level within the organisation.

