



VOLUNTEER PROFILE

# *Community 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 a **Community Leader**, you will be using your ability to inspire and lead to empower and coordinate a team of local volunteers to deliver wishes in your community; from the initial call right through to the magic of delivering the wish. You will develop community partnerships and lead on ensuring the quality assurance of the wish, and that Make-A-Wish UK policies and procedures are followed.

### HOW WILL I BE SUPPORTED?



You will be supported by our Volunteer Engagement Lead, both through 1-1 communication and through a Community 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 volunteering and wishgranting team and our Safeguarding Lead.

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:

- Lead your hub so that it thrives and has the best systems in place to deliver wishes in your community and bring magic into a child's life. You will develop a plan for your hub that aligns with Make-A-Wish UK's strategic objectives.
- Create an inclusive volunteer culture within your team and recruit, empower and support your volunteers including Wish Makers, Wish Creators, Community Wish Co-ordinators, and other volunteer roles. This will include holding regular group meetings, providing 1-1 support and developing your volunteer team.
- Receive referrals from our Wishgranting Team and co-ordinate your hub to manage the delivery of the wish. You will also identify and request where further support is needed from our national hub team.
- Ensure wishes are delivered within agreed timescales, to a high and safe standard and within budget (if not achievable through Gift In Kind), ensuring that problems are resolved quickly and effectively.
- Develop community relationships and partnerships to enable the continuous delivery of community led wishes.

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



## WHAT SKILLS/ATTRIBUTES DO I NEED?



We are looking for someone who:

- Is able to inspire and motivate others to work together to be magical and deliver a child's wish
- Has leadership skills and experience, is able to think strategically and develop strategic plans
- Is confident providing advice and support to others
- Puts relationships at the heart of what they do; from being wish led by the child to 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 hub)
- 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 (preferably including young people but not essential)
- Has an understanding of the voluntary sector and the essential role volunteers play in delivering organisational objectives
- Is flexible, self-motivated, energetic, enthusiastic and passionate

## HOW MUCH TIME DO I NEED TO COMMIT?



As this is a leadership role within our community led approach to granting wishes, the amount of time commitment will vary depending on the wishes requested in your area and the needs of your team. We anticipate on average you will need to commit between 0-10 hours per week to deliver this role (flexibly as

## WHAT DO I GAIN?



the role demands).

You will be making the wishes of critically ill children and young people come true in your local 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. Through working with the local community, you will be ensuring a tailored and bespoke experience for every eligible child in your area. 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

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](http://make-a-wish.org.uk) 01276 40 50 60

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

Company Registration No. 2031836



**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. Community Leaders network meetings and training will be delivered via Zoom/Teams to ensure accessibility across the United Kingdom. Periodically, we will also have

**HOW DO I FIND OUT MORE?**



in-person meetings.

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 Volunteer Engagement Lead, Emma Vizer. 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 Emma Vizer  
Contact job title Volunteer Engagement Lead  
Contact email [emma.vizer@makeawish.org.uk](mailto:emma.vizer@makeawish.org.uk)



---

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

Make-A-Wish 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.

