



VOLUNTEER PROFILE

# *Community Wish Co-ordinator*

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 Wish Co-ordinator (CWC)**, you will be creating wishes for critically ill children in your community. This may be as part of a team of volunteers in one of our community hubs or working collaboratively with our wishgranting team. You will project manage the delivery of wishes assigned to you and be the family's main point of contact. You will be led by either a Community Leader or one of our Regional Wishgranters and work closely with Wish Makers, Wish Creators and other volunteers. You will be working with your community to source goods and services in creating the wish.

### HOW WILL I BE SUPPORTED?



You will be supported by our team of Community Leader's and Regional Wishgranters (dependent on the wish and your location), through 1-1 communication. Your Regional Wishgranter will also support you through a WhatsApp group and there will be opportunities to 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. You will also have opportunities to receive updates and share your feedback through our Volunteer Voices programme.

### WHAT ARE MY CORE TASKS?



Using the Make-A-Wish values of **Be Magical**, **Be Inclusive** and **Be Inspired** you will:

- Project manage the delivery of the wishes assigned to you, alongside your Regional Wishgranter
- Be the families' main point of contact during the anticipation of and delivery of the wish
- Work with other volunteers (including Wish Makers who have completed the discovery for the wish), Wish Creators and supporters and suppliers in the area; developing community relationships and partnerships to enable the delivery of community led wishes within budget (focusing on sourcing Gift In Kind donations and discounts)
- Seek donated goods/services using our quality control checks
- Complete admin tasks using our systems



- Create an excellent experience for families by building anticipation and supporting them throughout their wish journey
- Provide any feedback needed by the Regional Wishgranter/Community Leader

### 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
- Puts relationships at the heart of what they do; ensuring they are led by the wishes of the child. 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/ ask for support from within their team
- Has an eye for detail and is able to follow processes
- Is good with IT, with access to a smartphone/tablet/laptop (you will be required to use our systems and processes to manage wishes)
- 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)
- Recognises, respects and able to maintain confidentiality and professional boundaries
- Is flexible, self-motivated, energetic, enthusiastic and passionate

### HOW MUCH TIME DO I NEED TO COMMIT?



The amount of time commitment will vary depending on the wishes requested in your community. We anticipate on average you would spend 15-20 hours on a wish spread over the course of a few weeks. Our ambition is to grant wishes for more critically ill children, and we hope that you can support us with at least 5 wishes a year (if you want to help with more and we have them in your community then this of course will be welcomed).

### WHAT DO I GAIN?



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 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. You will attend catch-ups, meetings and training within your hub and /or with your Community Leader and/or Regional Wishgranter (these may be delivered virtually or in person) to ensure you are supported in your role and equipped to deliver the wishes you are granting.

## HOW DO I FIND OUT MORE?



If this sounds like you why not submit an application via our [website](#), or if you have questions about being part of a magical, inspiring team why not contact our Volunteering Team on [volunteering@makeawish.org.uk](mailto:volunteering@makeawish.org.uk)

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

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.

Make-A-Wish Foundation<sup>®</sup> UK

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