



VOLUNTEER PROFILE

Wish Creator

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 **Wish Creator**, you will be part of a local team of volunteers who create wishes for critically ill children in your community. Alongside the Community Wish Co-ordinator, who will be project managing the creation of the wish, you will support with elements of the wish which may include tasks to support the planning and anticipation and helping on the day of the wish. You will be led by your Community Leader, Community Wish Co-ordinator and/or our wishgranting team and may work closely with Community Wish Co-ordinators and other volunteers in your community.

HOW WILL I BE SUPPORTED?



You will be supported by our team of Community Leader's and Wishgranters (dependent on the wish and your location), through 1-1 communication. There will also be opportunities to share best practice and receive support from your peers as well as relevant support 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 UK values of **Be Magical**, **Be Inclusive** and **Be Inspired** you will:

- Work closely with the Community Wish Co-ordinator to complete tasks in the project plan for wish delivery
- Work with other volunteers, supporters and suppliers in the area; developing community relationships and partnerships and using your own networks to enable the delivery of community led wishes within budget
- Supporting with seeking donated goods/services using our quality control checks
- Support with both anticipation of and delivery of the wish on the day where required
- Support with creating an excellent experience for families
- Provide any feedback needed by the National Make-A-Wish UK team or Community Leader



WHAT SKILLS/ATTRIBUTES DO I NEED?



We are looking for someone who:

- Is able to work as part of a team 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 organised and has good time management skills
- Has an eye for detail and is able to follow processes
- Is able to think creatively and use your own initiative
- Has great communication skills
- Recognises, respects and is 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 and the needs of your team. Flexibility is key. The time it takes to grant a wish can vary but when you are supporting a wish delivery anticipate approximately between 5-10 hours over a few weeks.

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

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 community 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.

If you are not in an area with a Community Hub/Community Leader training and support will be delivered by our national team

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
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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 at 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 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.

