



VOLUNTEER PROFILE

Wish Maker

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 Maker**, you will be part of a local team of volunteers who create wishes for critically ill children in your community. Your role will involve visiting children who have been referred to us at a time that suits them and helping them to unlock their wildest imagination to create their wish story. You will be led by your Community Leader 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 our wish referrals team (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:

- Call the family to arrange the wish discovery meeting (this may be in person or virtual) and liaise with another Wish Maker in your community to ensure you can both attend (all in person wish visits are done in pairs)
- Prepare for the discovery and do everything you can to ensure that it's the best possible experience for the child
- Use a range of tools, techniques and communication styles to unlock the child's imagination and discover their wish
- After the wish discovery, create the wish story which is a summary of the child's wish and any relevant information and share this with the wishgranting team/Community Wish Co-ordinator(s) in your community, including uploading to our system
- Provide any feedback needed by the National Make-A-Wish UK Team or Community Leader

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 engage with, inspire and communicate effectively with children (ages 3-17) and their families
- Puts relationships at the heart of what they do; ensuring they are led by the wishes of the child and able to really hear what the child is telling them. You should be empathic, compassionate and tactful
- Is committed to putting the needs of the family first and able to intuitively react to a families' situation
- Has good written skills and is able to accurately reflect the words and wishes of the child in their wish story (access to and ability to use IT is required for this task)
- 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 as the wish discovery needs to be conducted at a time convenient to the family. Our ambition is to be able to grant wishes for more children and so whilst the number of wish requests in your community may vary, we hope you will be able to conduct wish discoveries on a regular basis, and at least three in a year. Wish discovery visits can take anything from 30 minutes to two hours, and outside of this you will need to allow time for arranging, planning, travelling to and writing up the visit.

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. If you are part of a Community Hub there will be the opportunity to attend regular catch-ups, meetings and training within your community hub and /or with your Community Leader (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.

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REGULATOR**



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

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.

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. 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.

