



**VOLUNTEER JOB TITLE:** Volunteer Translator/Interpreter

**JOB SUMMARY:** A volunteer translator/interpreter accompanies Make-A-Wish staff and volunteers during wish family visits to facilitate clear communication. Translators/interpreters may also assist with the translation of documents and other organizational material. This position requires successful completion of a criminal background check and yearly confidentiality agreement.

**ESSENTIAL RESPONSIBILITIES:**

- Assist with communication efforts between Make-A-Wish staff and volunteers and wish families.
- Visit the wish child, with the goal of discerning his/her one true wish, while gaining an understanding of the reason behind the child's most heartfelt wish.
- Develop a positive rapport with the wish child and family by serving as a liaison between chapter staff and the wish family, ensuring the family is updated on the status of the wish throughout the wish process.
- Act as a reliable, communicative, and productive member of the "wish team" by working closely with a volunteer wish granters and Make-A-Wish staff to facilitate clear communication.
- Assist with translation services at various events where wish families are present or during wish grantings.
- Other duties may be assigned as determined by mission-critical needs.

**DESIRED QUALIFICATIONS:**

- Passion for children and comfort interacting with children ages 2 ½ to 18.
- Excellent people skills with the ability to work with people from different backgrounds and children with life-threatening medical conditions.
- Strong verbal and written communication skills between English and a second language.
- Ability to maintain confidentiality.
- See section titled *Competencies Required for Success in This Role* for more information.

**LOCATION:**

Wish meetings may take place at the wish family's home or at a neutral location, such as a restaurant or hospital. Typically, wish meetings are scheduled for weekday evenings or weekends based upon the schedules of the wish team and wish family. Other translator/interpreter tasks may take place at the Make-A-Wish Arizona headquarters in Scottsdale, AZ.

**VOLUNTEER COMMITMENT:**

- Most wish meetings typically last no more than two hours per meeting.
- Time commitment for translation services on wishes is dependent upon the type of wish being granted.
- Completing official Make-A-Wish Wish Granter training is beneficial to this role.
- Attend continuing education courses, as offered by Make-A-Wish chapter staff.

**COMPETENCIES REQUIRED FOR SUCCESS IN THIS ROLE**

- **COMPASSION:** available to help, shows support through listening, displays empathy toward wish child and family
- **COMPOSURE:** calm, cool and collected; holds things together during tough times; stays focused even when unexpected events occur.
- **APPROACHABILITY:** easy to approach and speak to, warm and inviting, builds rapport with others.
- **LISTENING:** practices attentive and active listening, hears people out, able to decipher the underlying message.
- **FLEXIBILITY:** able to change quickly and easily, willing to learn new methods or techniques, accepts assignments for different days/times.

**HOW TO APPLY FOR THIS VOLUNTEER OPPORTUNITY:**

*CURRENT VOLUNTEERS:* Contact your volunteer services department to express your interest.

*PROSPECTIVE VOLUNTEERS:* In order to become a Make-A-Wish volunteer in any role, you must first attend one of our monthly Volunteer Information Sessions. For a complete listing of upcoming dates, please visit [arizona.wish.org/volunteer](http://arizona.wish.org/volunteer).

If you have additional questions, please email us at [volunteer@arizona.wish.org](mailto:volunteer@arizona.wish.org).