



VOLUNTEER JOB TITLE: Volunteer Wish Granter

JOB SUMMARY: A wish granter will meet with the child and his/her family to help determine the child's most heartfelt wish while planning special enhancements throughout the wish process. Wish granters work in teams of two or three alongside Make-A-Wish staff to ensure every eligible child's wish comes true. This position requires successful completion of a criminal background check and yearly confidentiality agreement.

ESSENTIAL RESPONSIBILITIES:

- Partner with at least one other volunteer wish granter to grant the wishes of children throughout the chapter's territory.
- 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.
- Complete and submit wish paperwork in a timely manner according to Make-A-Wish Arizona guidelines.
- Create a unique wish experience for the wish child by planning and delivering "wish enhancements" – special, creative touches that build excitement and anticipation about the wish throughout the process.
- Solicit in-kind donations, ensuring Make-A-Wish resources are used wisely.
- Plan "send-off" party or "presentation" party for each wish, as appropriate.
- 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 partner and Make-A-Wish staff to create the best possible wish experience for the child.
- Other duties may be assigned as determined by individual wish type.

DESIRED QUALIFICATIONS:

- Passion for children and comfort interacting with children ages 2 ½ to 18.
- Creative thinker with desire to make each wish unique and memorable.
- Excellent people skills with the ability to work with people from different backgrounds and children with life-threatening medical conditions.
- Highly organized and detail-oriented.
- Strong verbal and written communication skills.
- Ability to maintain confidentiality.
- Resourceful with a willingness to solicit in-kind donations.
- Bilingual abilities in written and spoken form a plus.
- See section titled *Competencies Required for Success in This Role* for more information.

LOCATION:

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. Departure parties may be planned for the wish family's home or a nearby venue/restaurant.

VOLUNTEER COMMITMENT:

- The average wish requires between 10-15 hours of volunteer work over a span of about 6-9 months. Each wish can vary greatly in the time it takes to grant depending on the requested wish and wish family circumstances.
- Agree to work on a minimum of three wishes per year.
- Complete official Make-A-Wish Wish Granter training in its entirety.
- Attend continuing education courses, as offered by Make-A-Wish chapter staff.
- Ensure all photos and communications from the wish family before, during and after the wish are submitted to Make-A-Wish 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.
- **DETAIL ORIENTED:** confirms accuracy of information and work, wants things done right and precisely, follows standards and procedures.
- **LISTENING:** practices attentive and active listening, hears people out, able to decipher the underlying message.
- **INNOVATIVE:** comes up with new and unique ideas, tries new approaches if the first one does not work, willing to step outside comfort zone.
- **ADAPTABILITY:** easily acclimates to different cultures and demographics, understands when a fresh approach is needed.
- **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.

If you have additional questions, please email us at volunteer@arizona.wish.org.