

JOB DESCRIPTION

Position Title: Wish Granting Volunteer
Reports To: Program Director
Purpose: To deliver wishes of the highest quality to assigned Wish Children.

RESPONSIBILITIES

- ★ Accepts a wish assignment.
- ★ **Makes contact with wish family within 3 days** of the receipt of packet, and arranges for family interview with wish partner.
- ★ Conducts the child and family interview to identify the child's wish.
- ★ **Contacts the Program Director or Wish Manager within 1 business day** after the family visit.
- ★ Communicates regularly with the wish family, MAW office and wish granting partner regarding all details of wish granting process.
- ★ **Contacts the wish child/family every two weeks** with a card or gifts, to let them know we are still working on the wish, and to keep the wish child excited!
- ★ **Submits all wish paperwork to MAW the next business day** after the initial interview.
- ★ Fulfills the granting of the wish in accordance with performance standards, standard operating procedures, and best practice guidelines as detailed in the Make-A-Wish wish manual.
- ★ Works with wish granting volunteer partner to plan a wish party, and a wish enhancement that is special and unique to assigned wish child.
- ★ Adheres to the Foundation's policies regarding confidentiality and publicity at all times when dealing with wish families.
- ★ **Maximizes in-kind donations** on every wish and records donations properly (on Goods & Services Form) and submits to the Make-A-Wish office within **7 days of the receipt of gift.**
- ★ **Submits receipts** or reimbursement requests for any wish related items **within 10 days of the wish.**
- ★ Greets the wish family **at the airport on departure and upon arrival** for travel wishes.
- ★ **Sends thank you notes** to all that helped with the wish and sends copies of thank-you notes to MAW.
- ★ Completes Wish Receipt Form and Post Wish Paperwork, in person, at the time of giving and submits with completed paperwork.
- ★ **Completes wish file** (i.e. wish report, photographs, wish art, check request, etc.) **and submits it to the office upon wish completion.**
- ★ Mentors new wish volunteers when assigned.
- ★ Works fully and cooperatively with wish partner.
- ★ **Attends a recommitment training** session every three years.
- ★ Stays current on new resources, policies, procedures and best practices through the Wish Granter Central web site.
- ★ Represents Make-A-Wish within the community in a positive manner.
- ★ Refers any problems or potential problems to the Program Director or Wish Manager immediately.



Thank You
Make a Wish!





MAINE CHAPTER

WISH VOLUNTEER JOB DESCRIPTION
(CONTINUED)

QUALIFICATIONS

Friendly, interest in working with children, detail-oriented, patient, flexible, ability to work with limited supervision, creative and strong communication skills.

Supportive of Foundation's mission and comfortable with issues related to the work of the Foundation. On-going training is required for this position.



WHEN AND WHERE

Timeframe: 20 hours spread out over a varying amount of time.

Location: Varies with wish.

COMPLETE AND RETURN

- I acknowledge that I have read and understand the Wish Volunteer Job Description.
- I agree to perform the duties outlined in this job description.
- I understand that I will not be able to work on a wish until I have completed wish granting training or recommitment training, whichever is applicable, passed a background check and signed an annual conflict of interests and ethics statement.
- I understand the time commitment needed to grant a wish.
- I understand that wish granting is a large responsibility and that the work I do affects the reputation of the Make-A-Wish Foundation of Maine.
- I know that Make-A-Wish appreciates my commitment!

By signing below I agree to accept responsibility of all the duties as listed above in the job description. I understand that if I fail to perform the responsibilities as listed my wish-granting status will be in jeopardy.

PRINT NAME _____

SIGNATURE _____

DATE _____