

Volunteer Job Descriptions

- Awareness Event Staff
- Public Relations/ Marketing Staff
- Office Support Staff
- Office Improvement Staff
- Special Events Staff
- Fundraising Staff
- Wish Granters



MAKE-A-WISH®

Awareness Event Staff- volunteers are needed for awareness campaigns that will entail setting up tables at various establishments/organizations throughout Ottawa where pamphlets will be passed out, as well promotional items and bracelets will be available.

Public Relations/ Marketing Staff- volunteers are needed to create various publications for the Make-A-Wish Foundation®. Such publications will include, but are not limited to, newsletters, wish stories, press releases, as well as various publications for special events.

Office Support Staff- volunteers are needed to assist with the day-to-day operations of the Make-A-Wish Foundation®. Such duties may include greeting clients, answering phone queries, filing, paperwork, etc.

Office Improvement Staff-volunteers are needed to help with some art projects to liven up our office. Any form of artwork that is representative of the Make-A-Wish Foundation® would be greatly appreciated!

Special Events Staff- volunteers are needed for various special events throughout the year. Tasks at these events could include registration duties, set-up, and break- down of event equipment/displays, marketing/promoting of event, etc.

Fundraising Staff- volunteers are needed to help with fundraising ideas, targeting schools for the Kids-For-Wish-Kids® programs, sending letters out to businesses for sponsorship, sending out letters for donations of toys, crayons, snacks, working with organizations on third party fundraising projects.

Wish Grantors-volunteers are needed to work on granting wishes. Wish grantors are responsible for the entire wish process from start to finish. This will include meeting with the family and interviewing child, determining wish, making arrangements for the wish, keeping family up to date on the progress of the wish, completing final paperwork after wish, writing the wish story.



Position Title: Awareness Event Staff
Employer: Make-A-Wish foundation®
Of Eastern Ontario
Classification: Volunteer

The Make-A-Wish Foundation® Eastern Ontario is part of the largest and most respected wish granting organizations in the world. It exists for one purpose; to grant the wishes of children ages 3-17 with life-threatening illnesses to enrich the human experience with hope, strength and joy.

Position Summary:

Under the direction of a supervisor, the volunteer will be required to create and attend awareness events where they will represent and spread awareness about the Make-A-Wish Foundation® Eastern Ontario and its mission.

Duties:

Creation of Event:

- Working with the staff of the Make-A-Wish Foundation® Eastern Ontario to create and implement awareness events/campaigns that will spread awareness of the foundation to the public.
- Create documents to hand out at events- all documents must be approved by the Volunteer Coordinator and Operations Manager prior to use. All requests for printing of documents must be given to staff well in advance of event to ensure that they will be completed in time.
- Develop new and interesting ways to spread awareness to various age groups. (I.e. presentations for schools, business, etc.)

Scheduling:

- Determine location, size, and target audience of awareness campaign.
- Determine best day for the event, length of time location is needed, alternate days(i.e. rain day for outdoor event)
- Secure location/venue for awareness event(a proposal must be given to the Volunteer Coordinator prior to booking location.)
- Ensure that there are enough volunteers available for the day of the event. (The Volunteer Coordinator can assist you with this)

Execution of event:

- Ensure all required equipment/supplies are signed out of the office and taken to event
- Set-up of all materials/equipment
- Appropriate dress and deportment for event
- Thorough knowledge of the Make-A-Wish Foundation® so that you may answer questions to the best of your ability.
- Breakdown of all equipment/materials.(Must then be returned to office)

Final Report:

- A final written report must given to supervisor after the event stating how the event went, strengths and weaknesses of the event, things to consider for future events, etc.

Qualifications:

- Outgoing, energetic personality;
- Excellent planning and organizational skills;
- Self-motivated;
- Effective written and oral communication skills;
- Ability to work as part of team as well as independently;
- Detail-oriented person is ideal for this position;
- Ability to accomplish goals within varying time frames;
- Ability to multi-task.

Timeframe:

Dependent on Event

Site:

Dependent on Event

Supervisor:

Volunteer Coordinator/Operations Manager

Position Title: Public Relations/ Marketing Staff

Employer: Make-A-Wish Foundation® of the
Atlantic Provinces

Classification: Volunteer



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Position Summary:

Under the direction of a supervisor, the volunteer will be required to act as a link between the media and the Make-A-Wish Foundation® of Eastern Ontario. To create press releases and make contacts with person's in media related fields in order to acquire publicity for various events.

Duties:

Media Contact:

- Act as a link between the foundation and major media players
- Create a solid foundation on which the Make-A-Wish Foundation® can grow and be portrayed in a positive light.
- Create partnerships with major media players which could lead to sponsorships

Marketing:

- Under the supervision of the Corporate Marketing Coordinator, create and implement a long term marketing plan to expand the Make-A-Wish Foundation® and increase sponsorships/corporate donations.
- Assist with the creation of professional corporate presentations as well as the implementation of such presentations.

Promotions:

- Maintain and design new flyers, advertisements and promotional materials
- Present promotional campaigns to business sponsors

Qualifications:

- Experience in marketing/promotions;
- Excellent verbal and written communication skills;
- Proficiency with MS Word, Excel, and Power Point;
- Ability to work as part of team as well as independently;
- Outgoing, energetic personality;
- Ability to give presentations in a professional manner;
- Excellent planning and organizational skills;
- Task-oriented;
- Attention to details.

Timeframe:

Dependent on specific project

Site:

Work from our Dartmouth Office

Supervisor:

Marketing Coordinator

Position Title: Office Support Staff
Employer: The Make-A-Wish Foundation®
Of Eastern Ontario
Classification: Volunteer

The logo for Make-A-Wish features a stylized starburst graphic above the text "MAKE·A·WISH.®". The starburst is composed of several lines radiating from a central point, with a small circle at the top. The text is in a bold, serif font, with the "A" inside a circle. The entire logo is set against a background of a faint, large, circular graphic that resembles a wish or a starburst.

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Position Summary:

Under the direction of a supervisor, the volunteer will assist with the day-to-day operations of the Foundation in our office providing administrative support to enhance office operations.

Duties:

- Mailings
- Filing
- Data entry
- Answering phones
- Typing documents

Qualifications:

- Ability to handle sensitive and confidential information;
- Outgoing, energetic personality;
- Effective written and verbal communication skills;
- Proficiency with MS Word and Excel;
- Detail-oriented;
- Ability to work independently as well as part of a team;
- Excellent organizational skills;
- Ability to multi-task is essential.

Timeframe:

Indefinite

Site :

Work from our Ottawa office

Supervisor:

Operations Manager

Position Title: Office Improvement Staff
Employer: The Make-A-Wish Foundation®
Of Eastern Ontario
Classification: Volunteer



Position Summary:

Under the direction of a supervisor, the volunteer will use their imagination and creativity to create original works of art for the Foundation's Office, as well as paint the office interior.

Duties:

- Create paintings that reflect the work that the Make-A-Wish Foundation® does that will be placed through out the office.
- Create a "Wall of Wishes", where photographs of our Wish Kids as well as their original artwork may be displayed.
- Assist with painting the entire office.

Other Tasks:

- Other tasks may be assigned by a supervisor as this is a short term position.

Qualifications:

- Creativity is essential for this position!
- Ability to take initiative, as well as take direction;
- Detail-oriented;
- Self-motivated;
- Ability to work independently, as well as part of a team.

Position Title: Special Events Staff
Employer: The Make-A-Wish Foundation®
Of Eastern Ontario
Classification: Volunteer



The Make-A-Wish Foundation® Eastern Ontario is part of the largest and most respected wish granting organizations in the world. It exists for one purpose; to grant the wishes of children ages 3-17 with life-threatening illnesses to enrich the human experience with hope, strength and joy.

Position Summary:

Under the direction of a supervisor, the volunteer will be expected to help at various fun-raising events throughout the year, where they will assist with set-up, registration, and clean-up among other duties.

Duties:

Set-up:

- Assist with the set-up of equipment/materials.
- Ensure all items needed are taken to the event site and accounted for prior to start of event.

Registration/Check-in:

- Ensure registration is done in a time efficient manner
- Fill out registration paperwork for guests, assist guests.
- Interact with guests.

Event Duties:

- Specific duties will be assigned for each event.

Clean-up:

- Breakdown of all equipment
- Ensure all equipment is brought back to the Foundation's office.
- Ensure facility is left in an appropriate and presentable manner.

Qualifications:

- Strong written and verbal communication skills are essential for this position.
- Detail-oriented.
- Ability to accomplish tasks in an efficient manner is essential.
- Interacts well with the public.
- Ability to represent the Make-A-Wish Foundation® in a professional manner.
- Ability to take initiative, work independently, as well as part of a team.
- Strong organization skills a must.

Timeframe:

Dependent on Event

Site:

Dependent on Event

Supervisor:

Operations Manager/Volunteer Coordinator

Position Title: Fundraising Staff
Employer: The Make-A-Wish Foundation®
Of Eastern Ontario
Classification: Volunteer



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Position Summary:

Under the direction of a supervisor, the volunteer will assist with fundraising ideas as well presentations to corporations with the intention on acquiring sponsorship. To send out letters asking for donations of items such as toys, crayons, etc.

Duties:

Presentations:

- Assist the Marketing Coordinator in creating a power point presentation to present to corporations asking for sponsorship.
- Give presentations in schools about the Kids-For-Wish-Kids® program, and other fundraising initiatives.

Letters:

- Send out letters asking for donations of items such as crayons, books, toys, etc.
- Send out letters about the Adopt-A-Wish® program.
- Assist with Thank-You letters to be sent out after special events.

Other tasks:

- Act as a link between the Make-A-Wish Foundation® and individuals involved in third party fundraising initiatives.

Qualifications:

- Ability to meet deadlines and accomplish goals in a timely manner;
- Self-motivated;
- Proficiency with MS Word and Excel;

- Detail-oriented;
- Solid ability to multi-task while meeting deadlines
- Energetic and outgoing personality;
- Ability to work independently as well as part of a team.

Timeframe:

Dependent on Event

Site:

Dependent on Event

Supervisor:

Operations Manager/Volunteer Coordinator

Position Title: Wish Grantor
Employer: The Make-A-Wish Foundation®
Of Eastern Ontario
Classification: Volunteer



MAKE·A·WISH.®

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Position Summary:

Under the direction of a supervisor, the wish grantor will work with a Wish Family to complete the entire process of a wish. Wish Grantors are responsible for meeting with the Wish Family and interviewing the Wish child. Once the wish has been determined, the Wish Grantor is responsible for booking airfare, accommodations as well as any other arrangements that must be made. It is also the Wish Grantors responsibility to keep the family up to date on the progress of the wish.

Duties:

Initial Contact/Interview:

- Contact the family as soon as you are assigned to that Wish.
- Set up a time to meet and explain process to them, answer any questions.
- Bring small gifts for Wish child and siblings.
- Interview Wish Child about what their wish might be.

Creation of Wish:

- Once the wish has been determined and approved, you must start to make arrangements for travel if necessary, accommodations and all other extras.
- Ensure that all family members have proper travel documents. If not allow plenty of time for documents to be completed prior to departure.
- Try to make each wish unique by tailoring it to the Wish child's likes and dislikes.

- Purchase gifts for family.
- Keep family up to date on progress of wish.
- Double-check every detail prior to Wish Day.

Wish Day:

- Ensure family has all necessary information and documents.
- Ensure family has ample spending money(if a travel wish)
- Deliver all parts of Wish (If applicable)
- Answer any last minute questions.

Final Report:

- After completion of wish, you will be required to submit a report of how the wish was completed, any problems encountered, etc.
- Gather photographs, drawings from family for our records.

Qualifications:

- Must be willing to commit to wish from start to finish (Wish granting process may take from 6 months to a year or less);
- A detail-oriented person is essential for this position;
- Ability to take initiative and accomplish goals in a short period of time;
- Must be able to be creative and make Wish unique and specific to the Wish Child;
- Ability to multi-task while keeping a positive attitude is essential;
- Must be able to work independently as well as with a partner;
- Excellent planning and organizational skills are a must.

Timeframe:

Minimum of one year

Site:

From our Dartmouth office, as well as location of child if possible

Supervisor:

Wish Granting Coordinator/ Volunteer Coordinator