



Volunteer Role Description

Role: Wish Meet and Greet Volunteer

Location: Various, across the UK (would be regionally matched with wish location)

Hours: Dependent on needs of charity (day/evening and weekends maybe required)

Length of commitment: Due to the nature of the role we would ask for a minimum of one year commitment but volunteers would only be required on an ad-hoc basis.

Volunteer Manager: Sarah Osborne, Wish Manager

About volunteering with Rays of Sunshine

We brighten the lives of seriously ill young people by granting wishes and providing ongoing support in hospital and within the community, but we couldn't do it without our amazing volunteers.

It's more than volunteering with us, it's making magic happen. By joining us, you'll play a crucial role in turning the dreams of seriously ill children into reality. In whatever role you take on - from helping with fundraising, events, or wishes, you'll help create memories that last a lifetime for seriously ill children and for you too.

Purpose of role

We're on a mission to grant magical wishes and create lasting memories for seriously ill children and their families. Our team is best described as small but mighty. For us to have more impact, we need the help of volunteers who can give the gift of their time to help us achieve our goals.

Our wishes are as unique as children themselves. Whether a child wants to be a princess or a fireman for a day, go to Legoland, have a UK break with their family, own an iPad or meet their favourite pop star, Rays of Sunshine works hard to make that wish come true.

Wishes are important because they give a child the chance to forget their illness and do something they could only dream of. Wishes make a child feel extra-special and bring them joy, hope and happiness. They also provide families with treasured memories of happy times to look back on.

The role of a Wish Meet and Greet Volunteer is to primarily support the team of Wish Granters in the office by attending wishes to offer support and chaperone families on the day of their wish. We would match volunteers based on their location and skills/interests in relation to the wish being granted. Volunteers would not be involved in the planning of a wish but would accompany families on the day of their wish to welcome them and ensure the day runs smoothly

Types of wishes that may require a wish meet and greet volunteer include:

- To be wishes (princess for the day, policeman for the day, etc) – typical



responsibilities could include: welcoming families, act as liaison on the day with suppliers, assist families with catching their transport home.

- Celebration parties (end of treatment party, birthdays, etc) – typical responsibilities could include: setting up any decorations/food, welcoming guests and any suppliers attending wish (ie. Entertainment, caterers)
- To Go (trips to the theatre, musical venues, exhibitions) – typical responsibilities could include: welcoming families before the event and deliver enhancement gift bundle, assist families with catching their transport home
- Shopping wishes – typical responsibilities could include: welcoming families, accompany families during their shopping experience and liaising with any suppliers on the day, assist families with catching their transport home.

What skills do I need to have?

- Friendly, you'll be an ambassador of Rays of Sunshine whilst volunteering with us
- Experience of working with children and young people (not essential but preferred)
- Be comfortable interacting with others (especially children and young people) to create a relaxed and positive experience for the wish child and their family
- Ability to problem solve and manage unexpected situations/last minute requests with a calm and professional manner
- Caring and empathic
- Ability to talk about Rays of Sunshine to the general public.

Why volunteer with us?

- Make a real difference: Witness the impact of your support firsthand as you spread joy and raise awareness.
- Join a supportive community: Be part of a friendly and passionate team, connecting with people who are driven to make more wishes happen.
- Gain experience and a great way to see firsthand the impact of a wish
- Meet new people from different backgrounds and networking opportunities with like-minded people and organisations

What training and support will I receive?

- Learn about the work of Rays of Sunshine and the types of wishes you may be supporting
- The impact of a wish and overview of the day in the life of a wish granter
- All Rays of Sunshine staff and wish volunteers must complete the charity's Safeguarding Children training (mandatory)
- Only trained Rays of Sunshine team members and volunteers with a current DBS check can work with wish children (mandatory)
- Health and Safety Training (mandatory)
- The opportunity to shadow an experienced member of the Wish team to see a wish in progress.

Rays of Sunshine Values



Our values are at the heart of everything we do and help guide us in our mission to grant more magical wishes for seriously ill children.

- Kindness - We are kind to ourselves and others in everything we do.
- Joy - We work with fun, passion, and a sprinkle of magic
- Empowerment - We work to build confidence and nurture potential.
- Connection - We build strong connections with everyone in our wish community
- Integrity - We are honest and trusted to do the right thing.

Rays of Sunshine is committed to being an equal opportunities organisation; to promoting equal opportunities and preventing discrimination. Rays of Sunshine is also committed to safeguarding and promoting the welfare of all service users, volunteers and staff and expects all volunteers and staff to share this commitment.

To register your interest please complete our volunteer form. If you have any questions regarding the role please email:

Sarah Osborne
Wish Manager

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