



## **Volunteer Role Description**

**Role:** Wish Researcher/Administrator Volunteer

**Location:** Rays of Sunshine Office, 304 Regents Park Road, London, N3 2JX (nearest tube station Finchley Central)

**Hours:** Flexible/By Arrangement

**Length of commitment:** This is a flexible volunteering opportunity so time commitment will be determined by the availability of the volunteer. Ideally, minimum 1 day per week.

**Volunteer Manager:** Sarah Osborne, Head of Wishes & Hospital Services

### **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.

### **What does the role involve?**

We are looking for a creative and organized individual to support our wish granting team. You will be responsible for assisting the team with daily tasks and creative projects that support the wish journey and our families.

Duties may include:



- Work with wish team to identify new suppliers that can support with granting wishes (including discounts and gifts in kind)
- Assist with creating bespoke itineraries for our wish children (each child is sent their itinerary which creatively outlines every aspect of their wish experience)
- Helping to source wish enhancements items for wishes (these are small gifts/toys that are sent to each child ahead of their wish)
- Assist Wish Granters with chasing paperwork from families/medical teams (this could include disclaimers, medical forms, wish forms and form an important part of the wish process)
- Booking in initial calls with families and their wish granters to discuss wishes and start the planning process (these calls are designed to learn more about the child and what their wishes mean to them)

#### **Types of wishes that may require your support include:**

- To be wishes (princess for the day, policeman for the day, etc)
- Celebration parties (end of treatment party, birthdays, etc)
- To Go (trips to the theatre, musical venues, exhibitions, etc)
- To Have (to own a laptop, gaming pc, bedroom makeover, etc)
- UK Breaks (4 night/5 day holiday anywhere in the UK, i.e. Centerparcs, Butlins, etc)

#### **What skills do I need to have?**

- Friendly, you'll be an ambassador of Rays of Sunshine whilst volunteering with us
- Computer literacy (training will be given on our internal systems, but general knowledge of word, excel, pdf, powerpoint)
- Be comfortable working as part of a team and talking to our beneficiaries (wish families, medical teams, etc)
- Ability to problem solve and manage unexpected situations/last minute requests with a calm and professional manner
- Attention to detail and discretion
- A creative approach and passion for making the child's experience as magical as possible

#### **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**

[sarahosborne@raysofsunshine.org.uk](mailto:sarahosborne@raysofsunshine.org.uk)