



*Make-A-Wish® creates life-changing wishes for children with critical illnesses.*

## **Program Services Internship**

The Program Services intern focuses on all the stages of the wish journey and volunteer management. This internship is typically offered each semester (spring, summer, fall). Below is a non-exclusive list of typical internship tasks. Please note this is an in-office internship, with the potential for occasional remote-working opportunity, dependent on tasks.

### **Welcome Process & Wish Discovery**

- Create and send Welcome Packets for newly qualified wish children
- Send wish paperwork to wish families via DocuSign
- Assist with monthly volunteer check-ins on wishes in the Wish Discovery phase
- Management of portal for volunteer assignment on new wishes

### **Wish Creation**

- Compose and distribute wish fulfillment materials to wish families
  - Flight letters, wish countdown calendars, wish paperwork, wish itineraries, wish backpacks, etc.
- Submit wish requests in Salesforce database to other chapters to begin Wish Assist coordination
- Enter new wish budgets into database and update applicable information
- Send Wish Clearance/ Medical Summary paperwork electronically to medical teams for wish approvals
- Enter new wish requests for Disney wishes into the portal
- Communicate with wish families to assist in the wish creation process, as requested
- Research wish requests (ex: unique wish types, vendor options, etc.)
- Electronically file wish photos from granted wishes

### **Volunteer Services**

- Create and mail new volunteer Welcome Packets
- Assist with processing of new volunteer requests
- Help with creation of electronic volunteer files

### **Other (as time allows)**

- Manage mission-related projects (ex: archiving old wish files electronically, organizing wish inventory, birthday cards for wish kids)
- Coordinate volunteer-related projects (ex: monthly volunteer awards program, thank you notes, social media posts)
- Volunteer on a wish or fill the role of a Wish Granting volunteer (optional)

### **Requirements:**

- Excellent organizational and time-management skills
- Self-starter with high attention to detail
- Maintain confidentiality of all information
- Knowledge of Microsoft Office Suite and Canva, preferred
- Ability to work effectively as a team member and independently
- Excellent written communication skills
- Ability to prioritize and multitask

Applicants will be required to submit a background check if accepted for this internship (completed electronically). This internship is an unpaid position.

To apply for the Program Services internship, please submit your resume and cover letter to Elizabeth Watson at [ewatson@iowa.wish.org](mailto:ewatson@iowa.wish.org). Please specify the following in your email submission; semester of interest & year (spring, fall, summer), available weekly hours, if the internship would be for college credit.