



"The best prescription I've ever given is a wish."

-Dr. Jeremy Friedman, Associate Paediatrician-in-Chief, SickKids Hospital & Medical Advisor for Make-A-Wish® Canada

WHAT IS YOUR BIGGEST WISH?

Is it to be part of an organization that is child-focused, values employee experience and is an inspiring workplace? **If so, Make-A-Wish is for you!**

Make-A-Wish® Canada creates life-changing wishes for children with critical illnesses. We are on a quest to bring every eligible child's wish to life because a wish is an integral part of a child's treatment journey. Research shows children who have wishes granted can build the physical and emotional strength they need to fight a critical illness.

"It's been wonderful to have this wish to look forward to... It's wonderful to see [Rowan] with something that brings him pure joy after all he's been through and missed out on!"

-Melissa, mom to wish kid Rowan (age 5, leukemia), who wished for an indoor jungle gym.

MISSION, VISION AND VALUES

Our **mission** is, together, we create life-changing wishes for children with critical illness.

Supported by our **vision** to grant the wish of every eligible child.

Our **values** are Child-Focused, Integrity, Impact, Innovation, and Community.

WHAT'S IN IT FOR YOU?

- Meaningful opportunities to make an impact and change the lives of children with critical illnesses within your community and across Canada
- A collaborative team environment where you feel valued and inspired
- An attractive compensation package that includes group health and dental premiums which are fully covered by the Foundation, RRSP, & Wish paid hours
- Annual vacation starting at three weeks & additional paid leaves
- Work/life balance and flexibility
- Hybrid working environment
- Employee Wellness Program
- Corporate discounts
- Continuous learning, development and internal training opportunities
- Fun employee activities, contests, and more!

Make-A-Wish® Canada is committed to fostering a culture that aims to change lives while offering a rewarding employment experience where your contributions make a true difference every day!

WHERE YOU COME IN

We are looking for a **Wish Coordinator** to join our team at Make-A-Wish Canada. Reporting to the regional Mission Director, this position is responsible in managing the wish granting process, from initial contact with the Wish Family, to the delivery and follow up of wishes.

This position is also responsible for proactively maintaining existing relationships and seeking out new referral sources, to ensure continued growth in the granting of wishes.



This role can be based out of **Vancouver or Saskatoon**, and is a **full-time, permanent, hybrid** position.

WHAT YOU WILL DO

- Research, plan, coordinate, execute and follow up on wishes with Wish Families, ensuring the integrity of all wishes is met.
- Review all travel packages to ensure that tickets and vouchers are correct and distribute travel packages to Wish Families according to best practice, reviewing travel wish packages in detail with Wish Families as needed.
- Collaborate with internal departments to assist with development and/or coordination of material for wish stories.
- Communicate with Wish Families and required resources such as the National Office, suppliers, sponsors, donors and community liaisons to ensure the execution of wishes (e.g., travel, items).
- Develop and assist with on-going engagement opportunities for Wish Families and the Foundation.
- Develop and maintain relationships with volunteers to ensure that they abide by Wish Granting Policies and Procedures.
- Create and generate data for reports and ensure all reporting is up to date.
- Collaborate with the regional Director in identifying opportunities for development and growth in wish referral sources.
- Proactively identify, visit and establish relationships with new referral sources, including physicians, social workers, nurses, educators and others.
- Represent the Foundation and be a spokesperson at various meetings and events, as required.
- Other duties as assigned.

WHAT YOU BRING

- Post-secondary education in a related field, or an equivalent combination of education, training and experience.
- 2–3 years of experience in administrative roles, with demonstrated experience in multi-tasking in a fast-paced environment.
- Knowledge of basic medical terminology related to child illnesses would be an asset.
- Previous experience in travel or tourism would be an asset.
- Demonstrated experience in the development and facilitation of training or orientation programs.
- Demonstrated experience dealing with highly sensitive customer service situations.
- Strong oral and written communication skills.
- Excellent organizational and customer service skills.
- Proficient in Microsoft Office and ability to adapt to technology.
- Access to reliable transportation, to and from the office, as well as for occasional attendance at events or meetings with wish families or community members.
- Bilingualism (English and French) is considered an asset for this role.
- A clear Criminal Background Check is required.



YOUR WORK ENVIRONMENT

- Hybrid work environment, with 2 days in office per week and 3 days remote. This role requires work outside of regular office hours on occasion, to support wish families.
- Occasional day/overnight travel for team gatherings.

Physical/Mental Effort

- Work under pressure to meet tight deadlines with a high-volume workload, multiple demands, and changing/overlapping priorities.
- Exposed to emotional situations in dealing with wish recipients and families facing life threatening conditions or illnesses, in palliative care, and end-of-life stages.

How to apply

If everything you've read so far sounds like you, we encourage you to apply now! The deadline to apply is September 16, 2025, at 11:59pm ET.

To apply, please navigate to: <https://jobs.dayforcehcm.com/en-CA/makeawishca/CANDIDATEPORTAL/jobs/1089>

Make-A-Wish Canada provides equal opportunity in employment and encourages applications from all qualified candidates. Reasonable accommodations due to disability are available on request at any stage of the hiring process.

Our Commitment to IDEA

Make-A-Wish Canada (MAWC) is committed to Inclusion, Diversity, Equity, and Access (IDEA). We believe that it is essential to our mission that we build a diverse, balanced, and vibrant workforce that reflects the diversity of the communities we serve and seek to serve. Research has shown that candidates from underrepresented groups often only apply when they feel 100% qualified. Therefore, we ask that even if you do not see yourself fully reflected in every job requirement listed on this posting, to still apply.

Recruitment process

Our recruitment process is swift in pace. Once applications are reviewed, we will contact our shortlisted candidates. Our typical process includes a phone screen, one or two interviews, and reference checking, followed by an offer and a criminal background check for the successful candidate.

We would like to thank all applicants for their interest in working with us!

ABOUT MAKE-A-WISH® CANADA

Since 1983, Make-A-Wish Canada has granted over 38,500 wishes across the country, over 1,000 last year alone. As an independently operating affiliate of Make-A-Wish International, Make-A-Wish Canada is part of the network of the world's leading children's wish-granting organization. We serve children in every community in Canada, and in more than 50 countries worldwide.

JOIN OUR ONLINE COMMUNITY

For more information on how you can support Make-A-Wish® Canada or get involved please visit our website at makeawish.ca.