



2wish

Vacancy Information Pack

Post No: 2WTHR01

Job Title: Trustee - Human Resources

Support for those affected by sudden death in young people

Welcome from Rhian Mannings MBE, Founder and CEO



Thank you for your interest in the role of Trustee at 2wish, it is my pleasure to extend a very warm welcome to you as you consider joining our organisation.

2wish was founded on the belief that no one who loses a child or young person suddenly or unexpectedly does so without the offer of support to help them through the darkest days.

Since 2012, 2wish has received over 1300 referrals for children and young people who have sadly died much too soon. We have supported over 6,000 individuals and offer support in the immediate aftermath and longer term so that our families know we are always there, in the days, months and years to come.

We are an organisation with family and community at the heart of everything we do. Our families, volunteers, ambassadors, supporters and staff all make a difference and we all share one common belief; that no family should be left without the offer of support.

2023 and beyond will be a landmark year for 2wish, as we set to expand across the Welsh borders into England. As a Trustee with experience in the field of Human Resources, you will play an important role in contributing to the effectiveness of our overall strategy whilst ensuring good governance at all times. Further details of the skills and experience we require are set out later in the pack. Most importantly, we need someone who is as passionate about our work as we are and understands the difference we can make.

**“ When it rains, look for rainbows. When it’s dark, look for the stars.” -
Anonymous**

I hope you will relish the opportunity to join the 2 wish team and help us lead the charity into its next stage of growth with all the challenges and opportunities that await.

Very best wishes,

A handwritten signature in black ink that reads "Rhian Mannings".

**Rhian Mannings MBE
Chief Executive Officer and Founder**

Role Description:

- Remuneration:** This position is not remunerated but Trustees can claim reasonable out of pocket expenses incurred fulfilling the duties of the role.
- Location:** Our Head Office is in Llantrisant, South Wales. Meetings take place on-site, as well as on Zoom/Teams.
- Time Commitment:** We estimate that the role requires a time commitment of 1-2 days per month. All Trustees are expected to attend meetings every two months (usually 6.30pm -8pm), an annual away day, up to four charity events a year and the Annual General Meeting.
- Other information:** Meetings can be online or in-person. Trustees are expected to undertake some work in between meetings to fulfil their responsibilities. This includes preparation for Board meetings, fulfilling actions assigned at meetings, providing active support to the executive team where expertise can add specific value, and taking part in training and development.
Some Trustees sit on sub-committees, working groups or panels (e.g. Finance or Business Development groups).
Trustees are usually appointed for a term of four years with the possibility of reappointment for a further term.

Background of 2wish:

In 2012, Rhian Burke lost her son George suddenly in an emergency unit in South Wales. Despite the amazing staff, who showed support and empathy at the time of death, the family walked out into the dark of the night with nothing, heard from nobody and were left alone to deal with the shock and trauma. Five days after her son passed away, her husband Paul died by suicide, inconsolable and consumed in grief. Still nobody came. 2wish (formally 2 Wish Upon A Star) and the following support services were established as a result of this tragedy and are today implemented in partnership with every health board, hospital, police force, coroner's office and mental health team across Wales.



Objective:

2wish exists to provide support to anyone affected by the sudden and unexpected death of a child or young person aged 25 and under.

Aims:

- Ensure every Emergency Department and Critical Care unit has a suitable bereavement suite
- Ensure that bereavement boxes are available at each of these hospitals
- Ensure that immediate bereavement support is available for all affected by the sudden death of a child or young person
- Provide a professional counselling service and other therapies for those affected by the sudden death of a child or young person
- Provide support to individuals who witness the sudden death of a child or young person
- Provide support and training to professionals from any sector who may be affected by the sudden death of a child or young person
- To advocate and campaign on behalf of suddenly bereaved families

2wish Cymru and 2wish:

2wish has been established since 2012 and has grown from strength to strength. During this time, we have worked tirelessly to embed our service and ensure that the offer of support is made at the point of death.

We offer an immediate, consistent, high-quality and compassionate service to all individuals affected by the sudden and unexpected death of a child or young person aged 25 and under in Wales. We work in partnership with professionals who refer into the charity on behalf of the families, so they don't have to trawl through the internet for an organisation who may, or may not, be able to support. We provide immediate, and ongoing, support and are here for as long as our families need us.

However, we know that gaps in support for those suddenly bereaved still exist outside of Wales. And so we are expanding into England!

In early 2024, we delivered the first step of our expansion plan by offering our service in the border counties, namely Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire and Avon and Somerset. This will be the first of several phases of expansion and the aim is to deliver our service throughout all of England and Wales in the coming years.

Purpose of role:

As a Trustee with experience in the field of Human Resources, you will play a key role in ensuring the highest standards of governance in policies and practice related to employee relations, recruitment, retention, reward, and recognition, as well as staff and trustee development.

The role is voluntary but reasonable expenses may be claimed. Over and above the time commitment expected of trustees, it is likely that the role will entail approximately 10-15 hours a month on average.

Main Responsibilities:

Working closely with the Director of Operations and the HR team, the main responsibilities are:

- To ensure the charity has appropriate procedures to: comply with current legislation and good practice; including employment, health and safety, equal opportunities, safeguarding & GDPR compliance/data protection etc.

To assess the risks and measure the impact of HR interventions and contribute to the implementation of the organisational policies and practices in the context of furthering the charity's

- objectives.

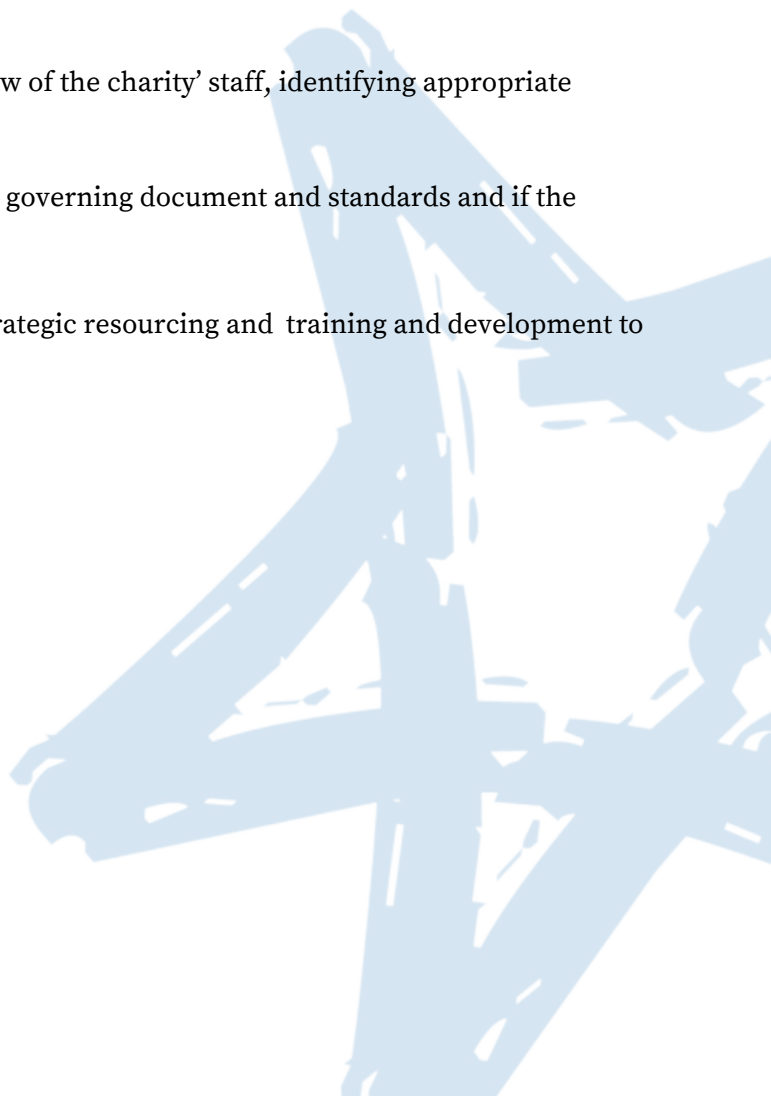
To ensure the long-term strategic oversight of the charity's staffing requirements in relation to the

- expansion goals of the charity.

- To ensure the monitoring and performance review of the charity' staff, identifying appropriate development opportunities.

- To monitor whether the service complies with its governing document and standards and if the needs of it's service users are being met.

- To review and recommend current and future strategic resourcing and training and development to the Board of Trustees.



Person Specification:

We are seeking applications from suitably qualified and experienced people who can demonstrate:

- Enthusiasm for the charity and a strong commitment to its purpose.
- Experience of performance management and HR/employment law issues and implementing them contextually.
- Ability to think strategically, focusing on key issues, whilst also understanding and supporting the practicalities of operating an independent charity.
- In-depth understanding, and, ideally, first-hand experience, of what constitutes best practice in charity governance.
- Act with reasonable care and skill, giving time, thought and energy to your role.
- To serve as an additional promoter of 2wish in the community, acting as an impactful ambassador and demonstrating a willingness to always act in the best interest of the charity.
- Ability to build on existing networks and offer sound, independent judgement and the ability to think creatively.
- Ability to inspire and contribute to a high performing Board and to build a close and productive relationship between other Board members, the CEO and staff team.
- Willingness to actively participate in discussions concerning the needs/goals of the charity.
- An understanding of the wider policy context in which the charity operates, including the bereavement and health and social care sectors.
- An understanding of the challenges facing small businesses and charities.

This role is subject to a DBS check.

How to Apply :

To apply for the role, please send a CV and cover letter detailing your relevant experience, why you are interested in the role, and how you meet the role description and person specification, for the attention of Rhian Mannings to hr@2wish.org.uk.

Please provide the names and contact details of two independent referees who are able to comment on your suitability for the role. If you would like to discuss the role informally before applying, we would welcome this approach.

The deadline for applications is **Friday 10th January 2023**. Interviews will take place thereafter. Only those applicants that have been shortlisted will be invited for an interview.

Please let us know in your application if these arrangements present any difficulties for you so that we can look at alternatives or adjustments. Following the interview, the panel will recommend successful candidates to the Board for appointment.

A Family Story by Ady Smith - Ella's Dad

The 13th of June 2021 was a wonderfully sunny day. Little did we know that, before the day would end, our lives would be thrust into despair and changed forever. Our beautiful daughter, Ella, had been enjoying the day with friends, before she was involved in a road traffic collision and tragically lost her life at the scene of the accident. In a cruel twist of fate, I was one of the responding Fire Service personnel.

Ella was a caring young lady who had a heart of gold and would go out of her way to help others, could be described as a social butterfly, and loved her family and friends. Ella always had a smile on her face, was a bit of a prankster, and always full of fun.

In the immediate hours following Ella's death, we were being supported by our Family Liaison Officers (FLO) when she asked, what upon reflection was such a vital question; "Would you be happy for us to refer you to the charity 2wish?" The FLO went on to explain a little about the charity, although we had some awareness of their work from their social media channels.

At this point we were in a daze, we didn't know what to do or where to turn, within less than 24 hours 2wish had dropped into our lives (and have been with us ever since). Nicole contacted us and provided a sense of calm in what we would now describe as a time of complete chaos.

The 2wish team visited Ella and were able to provide us with memory boxes that included her handprints and a lock of her hair, this is something we thank them so much for. The boxes bring us great comfort and we believe they will continue to do so as we move forward with our lives in a very different way, carrying our loss.

The support didn't and hasn't stopped there, through the charity we have all been supported by bereavement counsellors and this has also extended to wider family and very close friends of Ella's. Ella's brother has been supported by Ellie, the young person coordinator, and he finds these sessions a welcome break and an opportunity to talk. Ella's sister, whilst not having support currently is aware it is there when needed no matter how far in the future. I have been receiving specialist PTSD counselling arranged by 2 wish and have attended complementary therapy sessions organised by the charity too.



A standout memory for us would be the video message Ella's brother received from Dan Biggar (his hero), the happiness in his eyes will long live with us all, and something we will never be able to thank 2wish enough for.

Every one of us has had different needs, the staff at 2wish have been amazing, they have gone out of their way to find solutions to our challenges, and we honestly do not know where we would be without their support, guidance, and friendship.

Through tragedy we have connected with some wonderful people, 2wish will always be there for us, as a family we will always be there to support the charity, raise money, and attend events to ensure the amazing work they do continues. The impact they have had on our lives can't be measured and we want to help ensure other families benefit in the way we have.