



Vacancy Information Pack

Post No: 2WTA&SM01
**Job Title: Therapies Assessor and
Service Manager**

Support for those affected by sudden death in young people

Welcome from Rhian Mannings MBE, Founder and CEO



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 1700 referrals for children and young people who have sadly died much too soon. We have supported over 8,000 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.

Would you like to join us and make a difference?

If you feel passionate about supporting those suddenly bereaved and have the skills we're looking for, we'd love to hear from you.

Thank you for your interest in this role.

Very best wishes

A handwritten signature in black ink that reads "Rhian Mannings". The signature is written in a cursive, flowing style.

Rhian Mannings MBE
Chief Executive Officer and Founder

"When it rains, look for rainbows. When it's dark, look for the stars." - Anonymous

Role Description: ☆

Job title: Therapies Assessor and Service Manager

Reports to: Head of Bereavement Services

Salary: Starting salary of £32,000 per annum

Location: Dependent on location, flexible - Some home working with regular travel to areas of service delivery, and regular travel to 2wish Head Office in South Wales.

Hours: Full time - 37.5 hours over 5 days

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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.

Since expanding into England in January 2024, 2wish has established working relationships with referral partners across the bordering counties.

To learn more about Rhian's story, please visit our website at: <https://2wish.org.uk/about-us/rhians-story/>



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 since 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. We work in partnership with professionals who refer into the charity on behalf of 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.

We were founded as a Welsh organisation providing immediate casework support, as well as ongoing aftercare services including counselling, alternative therapies, play therapy, support groups, support events and a respite cottage.

In January 2024, we expanded into 'phase one' England, namely Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire and Somerset. And in July 2025 we will expand into 'phase two' England, namely Merseyside, Devon and Cornwall, Wiltshire, Dorset, Hampshire and the Isle of Wight.

Context of role: ☆

The Therapies Assessor and Service Manager will lead the development, coordination, and delivery of our support service for families, professionals and individuals affected by sudden bereavement. Working closely with the Immediate Support and Debrief Manager who is responsible for leading the immediate support and debrief service, you will be responsible for ensuring that our ongoing services are trauma-informed, consistent and delivered to a high standard supporting the complex and individual needs of those who have experienced profound loss.

This role will oversee the existing ongoing support service delivered across Wales and the expansion phases across England and will continue to grow the team as the charity expands. Services include counselling, complementary therapy, play therapy, support events, coffee mornings, wellbeing walks, online events and our beautiful respite house, Ty Uchaf. You will manage a team of nine individuals who are a mixture of full and part time roles. This is a unique and hugely rewarding opportunity to make a significant impact in the lives of suddenly bereaved individuals across our communities.

You will work closely with the Therapies Assessor and Service Manager and Children and Young People Service Manager to provide a holistic, joined up service to all who access our service.

Main duties: ☆

1.0. Service:

- 1.1: To manage the bereavement service including the operational delivery of our therapeutic service and ongoing support, ensuring the service is delivered consistently, responsively and to a high standard
- 1.2: Monitor and maintain high-quality therapeutic support in line with ethical frameworks (e.g., BACP/UKCP/BAPT).
- 1.3: Ensure client records, risk assessments, and service monitoring forms are accurate and stored securely.
- 1.4: Manage referrals, assessments, allocation of clients, and waiting lists efficiently.
- 1.5: To develop and oversee ongoing support services including coffee mornings, support events, our respite house and online support events, in line with budget and service delivery expectation
- 1.6: To work closely with the Head of Bereavement Services to ensure delivery and growth of services
- 1.7: To oversee the awareness raising efforts with our secondary referral partners across Wales and the two phases of England
- 1.8: To oversee the service and monitoring tools and ensure we are actively gathering feedback and monitoring appropriately

2.0. Management:

2.1: To lead, motivate and line manage the ongoing support team responsible for delivering our ongoing support service

2.2: Manage a growing team, organise regular team meetings and set realistic but challenging objectives to further the work of the charity

2.3: To carry out monthly supervisions and bi-annual appraisals with the Counselling and Support Outreach Coordinators and Support Coordinator

2.4: To carry out bi-monthly case reviews with the Immediate Support team

2.5: To produce weekly, monthly and quarterly reports to evidence activity and impact

2.6: To develop and oversee a training programme for the team including mandatory and varied subject matter

3.0. General:

2.1: To be responsible for organising own work agenda, time management and administration

2.2: To show respect and sensitivity for the cultural and religious beliefs of families

2.3: To undertake learning opportunities and seek them out for the team

2.4: To adhere to all company policies and procedures including Safeguarding, Confidentiality, Health and Safety and Lone Working; and to be proactive in implementing new safe working practices as appropriate

2.5: To attend weekend and evening community events in support of the charity as necessary

2.6: Participate as and when required in team meetings and one-to-one meetings, and undertake, as appropriate, courses/training/other developmental activities, which is relevant to the role

2.7: Contribute on the social media platforms maintained by 2wish

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks, which are not specifically covered in their job description may have to be undertaken.

You will be subject to performance review, which will incorporate a review of the above duties and performance over the period.

This role is subject to a DBS check.

Person specification: ☆

Criteria	Essential	Desirable
Experience		
Significant experience delivering counselling or psychotherapy to clients, ideally in a trauma-informed or bereavement context.	✓	
Experience of managing and monitoring projects and service delivery	✓	
Excellent safeguarding knowledge and ability to manage risk and escalation appropriately.	✓	
Experience overseeing referrals, assessments, waiting lists, and service delivery systems.	✓	
Experience of working in a Health, Social Care or Emergency Services setting	✓	
Knowledge		
Knowledge of trauma-informed practice and working with grief, loss, or sudden death (if relevant to your service).	✓	
In-depth understanding of counselling theories and therapeutic modalities (e.g., person-centred, integrative, CBT).	✓	
Understanding of the legal responsibilities related to confidentiality, record-keeping, and professional boundaries.	✓	
Familiarity with waiting list management, referral pathways, and service quality standards.	✓	
Skills/Qualifications/Abilities		
Hold a level 5 (or higher) diploma qualification in Therapeutic Counselling	✓	
Hold a degree in relevant field, or demonstrate equivalent experience or a vocational qualification	✓	
Excellent interpersonal skills with families and ability to form compassionate and effective relationships whilst maintaining professional boundaries	✓	
Ability to plan and organise workload, prioritising as appropriate; evidencing effective time management and crisis intervention skills	✓	
Personal qualities		
Car driver with willingness and ability to travel from Merseyside to Cornwall to South Wales as the role requires	✓	
Emotional resilience and ability to engage in reflective practice.	✓	
Ability to work flexibly and attend evening or weekend events and stay away overnight regularly	✓	
Computer literate in Outlook, Teams, Word, Excel and PowerPoint	✓	



A Family Story by Harry & Rebecca Foster - Olivia's parents

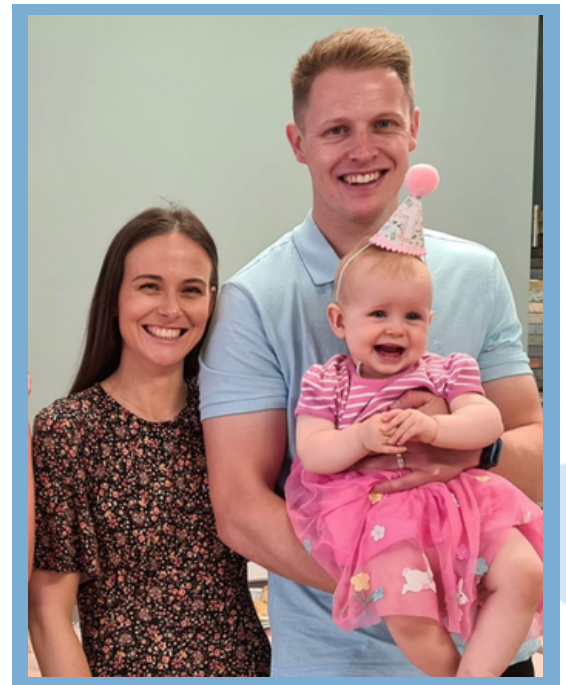
Olivia Rose Foster was the most beautiful baby girl who only ever knew fun, love and happiness. For 15 months she lit up the world with her infectious smile, her cheeky attitude and her love of life. Olivia was always playing, laughing (eating!) and enjoying every second of her life.

On 11th October 2023 our life was suddenly and unexpectedly turned upside down. Twenty-four hours prior to her death, Olivia was enjoying herself in the park despite having a cold. When we noticed she wasn't herself, we took her into A&E. After an overnight stay and a morning where Olivia deteriorated rapidly without much care from the hospital, Olivia went into Cardiac Arrest and subsequently passed away after 90 minutes of CPR with her Mummy and Daddy by her side reading her stories and singing her favourite songs. Three months later, we found out that Olivia had died of Acute Myocarditis.

Leaving our precious little girl in hospital that evening was unfathomable; we felt completely alone and lost. We remained like this for 3 months until we were offered a lifeline. 2wish had expanded to England. The way we describe the feeling was as if we were trapped in a well with no light, then someone lifted the lid, offering us some light, a hand and some hope. 2wish's involvement with us as a family has been invaluable and we will be forever grateful for the kind, caring and professional support we're receiving. We are taking comfort in raising awareness and fundraising for 2wish as our way of thanking them for their support and making Olivia proud of us.

We try to live our lives by the phrase "Be More Like Olivia" which is what we decided minutes after she died whilst holding her in our arms. It represents trying to find positives in life, enjoying the time you are given and supporting everyone. Olivia was such a bundle of fun; we are thankful that she only ever knew fun, love and happiness in her life and we will never forget that gummy smile! We will never stop talking about our beautiful girl and we will always love and remember our little Olivia.

#bemorelikeolivia



What we do for you:

Salary:	Starting salary of £32,000 per annum, with the opportunity for an increase through the annual appraisal structure.
Contract type:	Permanent
Hours:	Normal office hours are 9am - 5pm, Monday to Friday, although alternative hours may be worked with line manager agreement. Work outside office hours may sometimes be necessary and will be compensated for by time off in lieu.
Annual leave:	28 days plus bank holidays. Annual leave steadily increases after five years of service. Annual leave and statutory holidays are calculated on a pro rata basis where applicable.
Pension:	2wish operate a contributory pension scheme. 2wish will auto-enrol you into the scheme in accordance with it's auto-enrolment obligations. Full details of the scheme will be provided to you once you are enrolled, including the minimum level of contributions that you will be required to make during your membership (current contributions - employer 3% and employee 5%).
Mileage:	A fixed rate allowance is payable for agreed mileage undertaken on 2wish business in a private vehicle, over and above your usual journey to your workplace/s.
Location:	Dependent on location, flexible - Some home working with regular travel to areas of service delivery, and regular travel to 2wish Head Office in South Wales.

Additional benefits for our employees: ☆

- ☆ An 'Employee Assistance Programme,' including wellbeing support
- ☆ Free parking on 2wish premises
- ☆ Free branded 2wish clothing
- ☆ An extra annual leave day on your birthday
- ☆ Incremental increase in holiday entitlement based on length of service
- ☆ Paid sick leave
- ☆ Discounts for personal purchases on 2wish Merchandise
- ☆ Discounted tickets to UK 2wish events for staff and family
- ☆ Extra holiday entitlement when taking part in 2wish overseas events
- ☆ Company mobile phone for performance of duties
- ☆ Tools/equipment required for the performance of duties
- ☆ Reimbursement of work expenses
- ☆ Bright Exchange employee discounts
- ☆ Auto-enrolment into company contributory pension scheme after 3 months service

How to apply: ☆

Please return a CV and covering letter, or a CV and two-minute video, by email to: hr@2wish.org.uk.

Closing date: Friday 15th August 2025.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as soon as possible. Only those shortlisted will be contacted for an interview. Interviews may take place prior to the advertised closing date.