



Vacancy Information Pack

Post No: 2WISC15FT
**Job Title: Immediate Support
Coordinator - (Avon and
Gloucestershire)**

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".

Rhian Mannings MBE
Chief Executive Officer and Founder

Role Description: ☆

Job title: ISC - Avon and Gloucestershire

Reports to: Immediate Support and Debrief Manager

Salary: Starting salary of £26,500 per annum

Location: Home working with regular travel throughout the area

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 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.

In January 2024 we launched phase one, of the ten-phase expansion, into the bordering counties of England and Wales, namely; Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire and Avon and Somerset.

In July 2025, we plan to launch phase two of the expansion and will continue to roll out support in the coming years across the whole of England.

Context of role: ☆

2wish support anyone affected by the sudden and unexpected death of a child or young person aged 25 and under. We provide immediate casework support, as well as ongoing services including counselling, complementary therapies, play therapy, coffee mornings, support events and a respite cottage.

As we continue to expand our services across England the successful candidate will play a central role in the ongoing development of our relationships with stakeholders. Initiative and drive play an integral part of ensuring our professional stakeholders remain engaged and champion our service to those we support. The post holder will provide immediate and ongoing emotional and practical support to families, friends, witnesses and professionals affected by the sudden death of a child or young adult.

Main duties: ☆

1.0. Service:

1.1: To initiate immediate support for a caseload of families whose children and young people aged 0-25 have died suddenly and unexpectedly across the county you reside in and bordering counties

1.2: To contact all families within 24-48 hours of the referrals by telephone

1.3: Complete an initial assessment of families' needs to identify and plan the support as required in line with safeguarding and risk reduction

1.4: Offer emotional support and advice to a case load of families through home visits and ongoing weekly telephone calls

1.5: To liaise with the Counselling Support and Outreach Coordinator, who is responsible for organising formal support such as counselling, complementary therapy or play therapy, subject to consent from the bereaved individual

1.6: To work with hospital staff, GP's, police officers, coroner offices, mental health teams and other healthcare professionals to raise awareness of and promote referrals into the charity from the county you reside in and bordering counties

1.7: To liaise with other professionals working alongside the family to provide a holistic and multi-agency approach to support

1.8: Attend relevant forums within the area

1.9: To deliver awareness training in hospitals and other healthcare settings, schools and workplaces on the use of the bereavement boxes, the services we offer, how to refer into the charity and bereavement awareness

1.10: To ensure families have been offered a memory box and coordinate these when required

1.11: Facilitate debriefs within professional settings following a traumatic or sudden death of a child or young person

1.12: To work with hospital trusts to establish and maintain the upkeep of suitable bereavement suites for bereaved individuals to use as required

- 1.13: Maintain stock of 2wish memory boxes and deliver boxes to partner organisations as required
- 1.14: To submit monthly/quarterly/annual reports to Bereavement Services Manager as required
- 1.15: To signpost and/or refer to other agencies as required that can provide support as needed
- 1.16: Cover members of the support team for annual leave and/or sickness
- 1.17: To travel to attend in-person team meetings and in-person training as required
- 1.18: To travel to in-person events as required

2.0. 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		
Experience of working in a health, social care or emergency setting	✓	
Experience of working with people in distress	✓	
Experience of working with vulnerable people, including families and/or children	✓	
Experience of managing a high case load with varying needs	✓	
Working within a multi-agency and legislative framework	✓	
Knowledge		
Have a good understanding of bereavement and the effects of grief on bereaved individuals and their families	✓	
Have a good understanding of child and adult protection issues and how to respond to safeguard effectively	✓	
Understand the principles of risk assessment and risk management for bereaved individuals and their families	✓	
Understand and be committed to equal opportunities and diversity issues in policy and practice	✓	
Skills/Qualifications/Abilities		
Hold a degree in relevant field, or demonstrate equivalent experience or a vocational qualification	✓	
Have strong crisis management skills and the ability to deal with stressful and difficult situations	✓	
Excellent interpersonal skills with families and ability to form compassionate 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 drive in residing county, surrounding areas and Head Office in South Wales	✓	
Act with integrity and respect when working with all bereaved families, agencies and individuals	✓	
Show initiative and be proactive when managing your caseload	✓	
Computer literate in Outlook, Teams, Word, Excel and PowerPoint	✓	



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

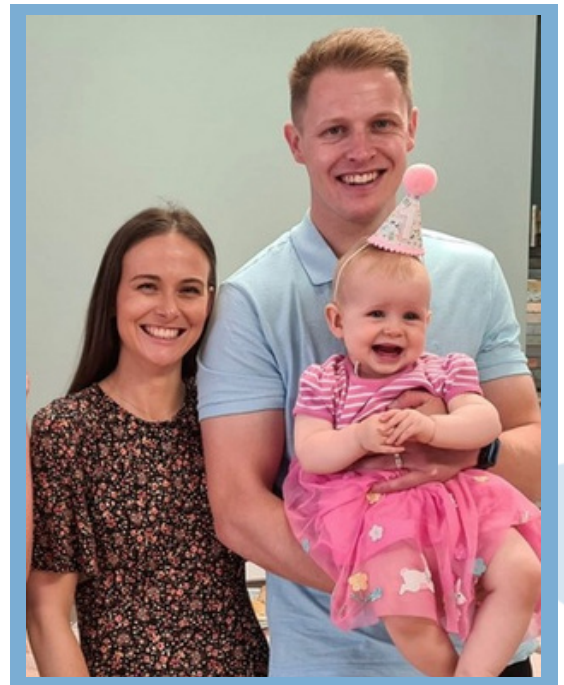
Olivia Rose Foster was the most beautiful baby girl who only ever knew fun, love and happiness. For 15 months she lit up the world with her infectious smile, her cheeky attitude and her love of life. Olivia was always playing, laughing (eating!) and enjoying every second of her life.

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.

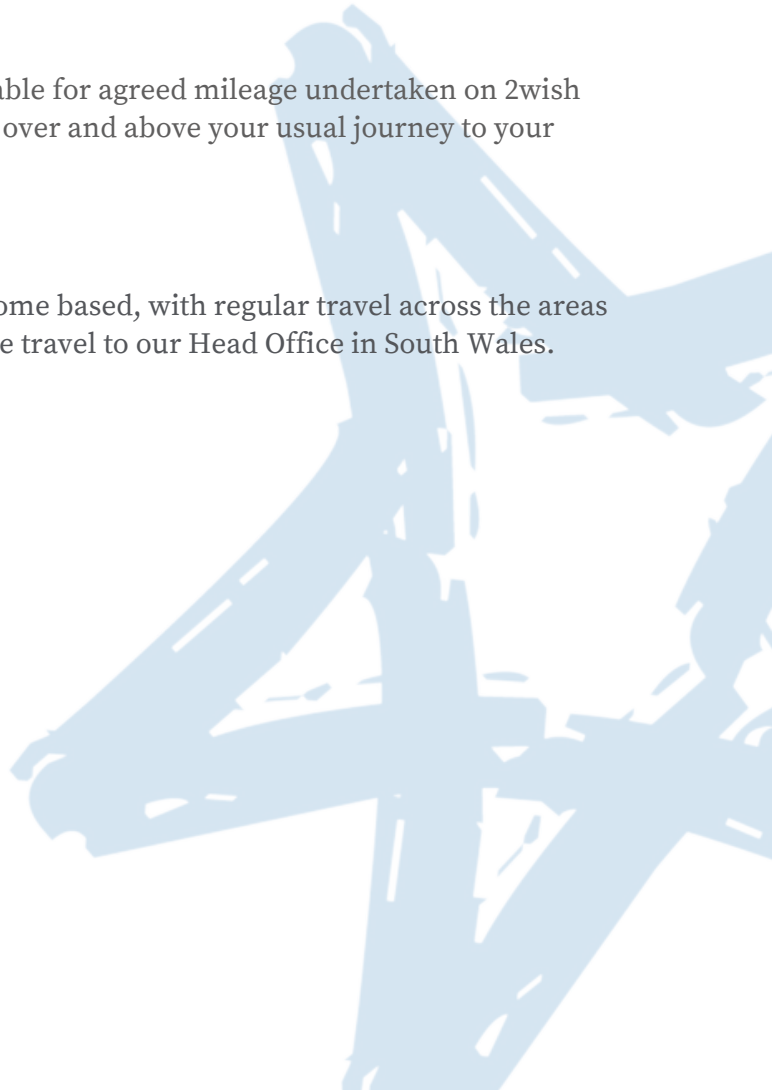
We try to live our lives by the phrase "Be More Like Olivia" which is what we decided minutes after she died whilst holding her in our arms. It represents trying to find positives in life, enjoying the time you are given and supporting everyone. Olivia was such a bundle of fun; we are thankful that she 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 £26,500 per annum, with the opportunity for an increase through the 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:	This post is predominantly home based, with regular travel across the areas you will be covering and some travel to our 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: 26th September 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.