



Vacancy Information Pack

Post No: 2WVCPT01

**Job Title: Volunteer
Coordinator**

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 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.

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

Rhian Mannings MBE
Chief Executive Officer and Founder

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

If this vacancy is not for you, why not join us as a volunteer? Find out about current opportunities and how to get involved by visiting www.2wish.org.uk/get-involved/

Role Description:



Role: Volunteer Coordinator

Reports to: Volunteer Manager

Salary: Starting salary of £24,000 per annum (pro-rata)

Location: Office based with regular travel.

Hours: Part-time, 22.5 hours per week

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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 being 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!

At the start of 2024 we expanded the geographical area where we deliver our service, and have recruited a brand new team to support service users in the border counties, namely Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire and Somerset. This is the first of several phases of expansion and the aim is to deliver our service throughout all England and Wales in the coming years.

Context of role: ☆

2wish supports anyone affected by the sudden and unexpected death of a child or young person aged 25 and under. We are a largely self-funded charity providing support across Wales and more recently, in the bordering counties with England. Our support team works very closely with our fundraising team to increase income but also to raise awareness of the work of 2wish.

This is a unique opportunity for an individual to raise awareness of the charity, building it's profile and engaging communities across the English counties that border Wales. It will involve helping to organise fundraising events, working with volunteers and encouraging community fundraising opportunities.

Main duties: ☆

Service:

- To liaise with the public who are volunteering for 2wish.
- Giving a warm welcome to new volunteers, managing relationships of existing volunteers.
- Handing off with a warm transfer volunteers to regional fundraisers.
- Reply to emails and respond to calls within 72 hours.
- Keep record of volunteer documents and maintain volunteer database.
- Recruit new volunteers and engage existing volunteers.
- To support the volunteer manager in delivering a training programme
- Establish a strong group of volunteers.
- Maintain a positive and enthusiastic relationship with volunteers and colleagues.
- To manage a volunteer clothing and monitor use
- To issue Volunteer Pack's to prospective volunteers.
- To liaise with voluntary bureaus.
- To organise volunteer inductions and meetings throughout the year.
- To attend volunteering fayres and appropriate training opportunities.
- To utilise volunteers to sell merchandise at events.
- To interact with the community through social media.
- Facilitate Ambassador and Young Ambassador activities, events and appearances
- To support the volunteer manager in delivering the welfare programme
- Establish base of volunteers in Wales and England.
- Establish new voluntary roles and recruit for existing roles.
- Celebrate Volunteers week. First week of June annually (please do not take annual leave during this time.)

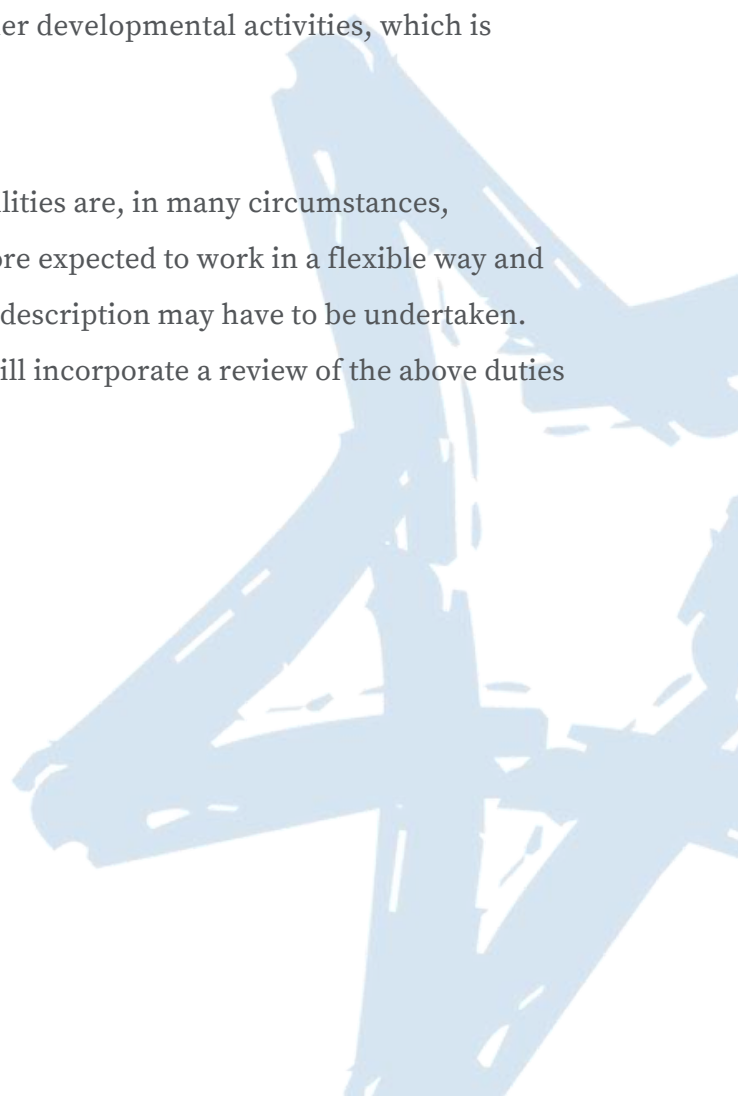
- Work with Volunteer manager to submit awards
- To support the volunteer manager in delivering an incentive program
- Support Events Coordinator by organising volunteers for 2wish events.
- Being mindful of best Volunteer Management practices.
- General admin and social media duties.
- To attend weekend and evening events when required.

2.0.General Responsibilities:

- To be responsible for organising own work agenda, time management and administration
- To maintain a high degree of confidentiality in accordance with the charity's policies
- To work as part of a team 2.4 : To attend meetings as necessary - both virtually and in person
- To show respect and sensitivity for the cultural and religious beliefs of families
- To undertake training to update skills as necessary
- To contribute to the evaluation and monitoring processes to ensure effectiveness of services and activities provided
- To adhere to all health and safety procedures with regards to working off site
- 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

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 an enhanced DBS check.



Person specification:

Criteria	Essential	Desirable
Knowledge		
Understand 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 safeguarding effectively		✓
Understand the principles of risk assessment and risk management for events and working with children	✓	
Understand and be committed to equal opportunities and diversity issues in policy and practice	✓	
Experience		
Experience of fundraising		✓
Experience of working in a fundraising or charitable setting		✓
Experience of working with volunteers	✓	
Experience of coordinating	✓	
Experience of working with vulnerable people, including families and/or children	✓	
Experience of public speaking and confidence engaging with members of the public	✓	
Skills/Qualifications/Abilities		
Have excellent communication, both written and verbal, when interacting with a range of agencies and individuals	✓	
Computer literate and some experience of working with databases	✓	
Hold a degree in relevant field, or demonstrate equivalent experience		✓
Ability to plan and organise workload, prioritising as appropriate; evidencing effective time management	✓	
Excellent interpersonal skills with families and ability to form compassionate relationships whilst maintaining professional boundaries	✓	
Confident in public speaking and presentations	✓	

Person specification:

Criteria	Essential	Desirable
Personal Qualities		
Open, positive and engaging team player with the drive to work independently	✓	
Act with integrity and respect when in contact with all individuals	✓	
Car driver with access to own car for travel within area of work	✓	
Be positive about the possibility of personal growth and change	✓	
Ability to work flexibly and willingness to travel as required to events	✓	
The ability to speak Welsh		✓



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.

What we do for you:

Salary: Starting salary of £24,00 (pro-rata)

Contract type: Permanent

Hours: Part-time, 22.5 hours per week. 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 (pro-rata). 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 its 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: 2wish currently offers a form of hybrid working and this will continue for the foreseeable future. This post is predominantly home based, with regular travel across the area you reside in 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

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: Monday, 26th January 2026.

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 early as possible. Only those shortlisted will be contacted for an interview.