



2wish

# Vacancy Information Pack

**Post No: 2WCSPT1**

**Job Title: 2wish Clinical Supervisor**

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 2000 referrals for children and young people who have sadly died much too soon. We have supported over 10,000 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**

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

# Role Description:



<b>Job title:</b>	Clinical Supervisor
<b>Reports to:</b>	Director of Support and Services
<b>Salary:</b>	£60 per hour
<b>Location:</b>	Remote, online sessions
<b>Hours:</b>	Part-time, 4 hours per week, 16 hours a month with flexibility for additional hours as required
<b>Post :</b>	2WCSPT1

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



## 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 complementary 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

## Our values and commitment:

Our work is rooted in values. They are the foundation of who we are as a team, how we operate as a service, and how we support those who place their trust in us during incredibly difficult times. Our values are not aspirational, they are lived, embedded, and non-negotiable.

We are guided by Compassion in everything we do, ensuring that people feel heard, respected and cared for with empathy and kindness. We are Bold in our thinking and our actions, speaking up when it matters and striving to make meaningful change rather than settling for what is easy. We hold ourselves to the highest standards of Excellence, always seeking to learn, improve and deliver the very best support possible. And we believe deeply in Community, working together, supporting one another, and recognising that we are stronger when we act with unity, trust and shared purpose.

Because our values are so central to our culture and our service, we are clear and upfront: we will only recruit people who genuinely reflect and believe in them. Skills and experience are important, but values are essential. We are looking for people whose behaviours consistently demonstrate compassion, boldness, excellence and community, both within the team and in how they engage with those we serve.

If our values resonate with you, and you are committed to bringing them to life every day, then we would welcome your application and the opportunity to get to know you.

## 2wish Cymru & 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 and some counties in England, including; Merseyside, Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire, Avon and Somerset, Devon and Cornwall, Dorset, Wiltshire, Hampshire and the Isle of Wight with plans to continue rolling out support across the whole of England. 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.

## Context of role:

The Clinical Supervisor at 2wish plays a vital role in supporting the wellbeing and resilience of staff by providing structured, reflective supervision. Working with colleagues who are regularly exposed to highly sensitive and traumatic situations, the supervisor offers a safe and confidential space to process experiences, explore emotional responses, and develop coping strategies. Through regular one-to-one and, where appropriate, group supervision sessions, the role helps ensure staff feel supported, maintain professional boundaries, and sustain their ability to deliver high-quality care.

The Clinical Supervisor also contributes to identifying themes or risks within the workforce, promoting a culture of wellbeing, and strengthening overall organisational support for staff.

## Main duties:

- Provide regular, structured clinical supervision to a designated caseload of 2wish staff, in line with BACP ethical frameworks and best practice guidance
- Create and maintain a safe, confidential and non-judgemental space to enable reflective practice and discussion of complex and traumatic casework
- Support staff to process the emotional impact of working with bereavement, trauma and crisis, promoting resilience and psychological wellbeing
- Ensure supervision practice upholds BACP principles, including confidentiality, professional boundaries, safeguarding and ethical decision-making
- Provide guidance on managing complex or high-risk cases, ensuring staff feel confident and supported in their roles
- Maintain clear, accurate and confidential supervision records in accordance with GDPR, organisational policies and professional standards
- Work collaboratively with line managers and senior leadership (while maintaining appropriate confidentiality) to ensure staff are effectively supported
- Escalate safeguarding concerns or significant wellbeing risks in line with organisational procedures and statutory requirements
- Identify themes, pressures or trends emerging across the staff team and contribute to organisational learning and service development
- Promote a trauma-informed, compassionate culture across the organisation, supporting the wellbeing of staff as a core priority
- Contribute to the development, review and continuous improvement of supervision frameworks, policies and wellbeing initiatives
- Keep up to date with relevant legislation, third sector best practice, and BACP guidance, ensuring practice remains compliant and high quality
- Attend the monthly, online full staff meeting and attend the annual 2wish conference at HQ

## General:

- To be responsible for organising own work agenda, time management and administration
- To promote the on-going work and continued support that 2wish can offer
- To work as part of a team providing support to suddenly bereaved families
- To work alongside support team and maintain a seamless approach to service delivery
- To maintain a high degree of confidentiality in accordance with the charity's policies
- To show respect and sensitivity for the cultural and religious beliefs of families
- 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
- 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.

**This role is subject to a DBS check.**



## Person specification:

Criteria	Essential	Desirable
<b>Experience</b>		
Demonstrable experience of providing clinical supervision, ideally within a trauma, bereavement or crisis-related setting	✓	
Experience of supporting staff or volunteers in emotionally demanding roles, particularly within the third sector or health/social care environments	✓	
Proven experience of managing complex or sensitive casework, including exposure to trauma and safeguarding concerns	✓	
Experience of contributing to organisational wellbeing initiatives or reflective practice frameworks	✓	
<b>Knowledge</b>		
Sound knowledge of BACP Ethical Framework and best practice in clinical supervision	✓	
Understanding of trauma-informed approaches, including vicarious trauma, compassion fatigue and resilience	✓	
Knowledge of safeguarding policies, procedures and relevant legislation	✓	
Awareness of the challenges and context of working within the third sector, including supporting vulnerable individuals and communities		✓
<b>Skills/Qualifications/Abilities</b>		
Strong facilitation skills, with the ability to create safe, reflective spaces for individuals and groups	✓	
Excellent communication and interpersonal skills, with the ability to build trust and rapport quickly	✓	
Ability to assess risk, recognise wellbeing concerns and respond appropriately	✓	
High level of organisation and ability to manage a varied caseload effectively	✓	
Ability to balance confidentiality with appropriate escalation, exercising sound professional judgement	✓	
<b>Personal qualities</b>		
Empathetic, compassionate and approachable, with a genuine commitment to staff wellbeing	✓	
Resilient and emotionally intelligent, with the ability to work with distressing subject matter	✓	
Professional integrity and commitment to ethical practice	✓	
Reflective and self-aware, with a willingness to engage in ongoing professional development	✓	

# 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:** £60 per hour, 16 hours per month

**Contract type:** Permanent

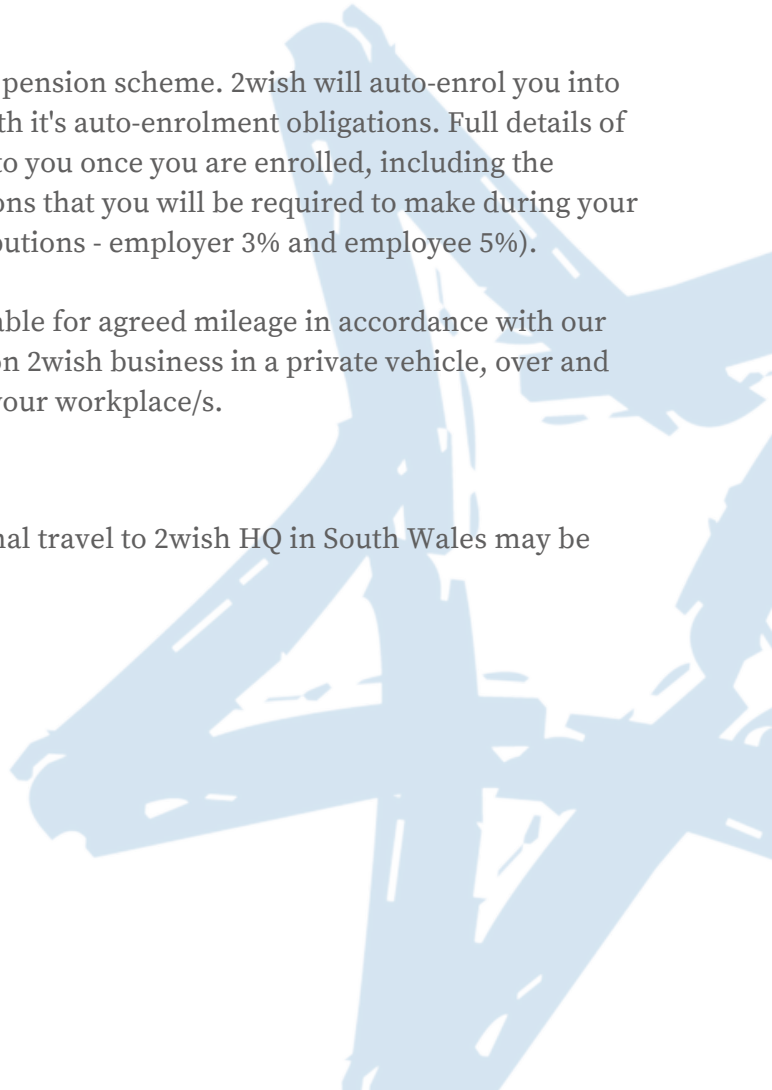
**Hours:** Normal office hours are 9am - 5pm, Monday to Friday, although alternative hours may be worked with line manager agreement. Work outside office hours may sometimes be necessary and will be compensated for by time off in lieu.

**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 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 in accordance with our expense policy, undertaken on 2wish business in a private vehicle, over and above your usual journey to your workplace/s.

**Location:** This post is remote. Occasional travel to 2wish HQ in South Wales may be required.



## 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
- ☆ 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](mailto:HR@2wish.org.uk)

Closing date: Friday 10<sup>th</sup> July 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 applicants that have been shortlisted will be contacted for an interview.