



Vacancy Information Pack

Post No: 2WISCPT1
**Job Title: Immediate Support
Coordinator - Northwest Wales**

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 2,000 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: ☆

Job title:	Immediate Support Coordinator - Northwest Wales (preferred Welsh Speaker)
Reports to:	Immediate Support and Debrief Manager
Salary:	Salary of £27,427 per annum, pro-rata for part time hours Actual salary for 22.5 hours is £16,456
Location:	Remote work with travel in the region
Hours:	Part-Time, 22.5 hours per week, over 3 days, Monday, Thursday and Friday.
Post No:	2WISCPT1

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.



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 the bordering counties in England, including; Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire, Avon and Somerset, with the plan to continue to roll out support to 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:

2wish support anyone affected by the sudden and unexpected death of a child or young person aged 25 and under. We are an All-Wales and part England charity providing immediate casework support, as well as ongoing aftercare services including counselling, alternative therapies, play therapy, support groups, support events and a respite cottage.

The post holder will provide immediate and ongoing emotional and practical support to families affected by the sudden and unexpected death of their 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 region

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

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, referring into the charity and bereavement awareness

1.10: To monitor the use of the memory boxes and ensure families have been offered a memory box

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

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

1.13: To submit monthly/quarterly/annual reports to Bereavement Services Manager as required

1.14: To signpost and/or refer to other agencies as required that can provide support as needed

1.15: Cover members of the support team for annual leave and/or sickness

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 to drive around region and county	✓	
Act with integrity and respect when working with all bereaved families, agencies and individuals	✓	
Show initiative and be proactive when managing your caseload	✓	
Welsh speaker		✓
Computer literate in Outlook, Teams, Word, Excel and PowerPoint	✓	

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:	Salary of £27,427 per annum, pro-rata for part time hours Actual salary for 22.5 hours is £16,456
Contract type:	Permanent
Hours:	Normal office hours are 9am - 5pm, 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:	2wish currently offers a form of hybrid working and this will continue for the foreseeable future. This post is home based with travel across the region you are covering.

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 21st August 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.