



Vacancy Information Pack

Post No: 2WC&YPO01
**Job Title: Children and Young People
Officer**

Support for those affected by sudden death in young people

Dear Candidate



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 2,400 referrals for children and young people who have sadly died much too soon. We have supported over 11,000 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

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: ☆

Job title: Children and Young People Officer

Reports to: Children and Young People Manager

Salary: Salary of £27,427 per annum, pro-rata for part time hours
Actual salary for 22.5 hours is £16,456

Location: This post is hybrid or remote depending on where you live. If you are local to 2wish Headquarters then the post will include some office based days. If you are not local to HQ then the role will be mostly remote with significant travel across the region you are covering.

Hours: 22.5 hours per week

Post No: 2WC&YPO01

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 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 following counties in England: Merseyside, Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire, Avon and Somerset, Devon and Cornwall, Dorset, Wiltshire, Hampshire and the Isle of Wight 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: ☆

The Children and Young People Officer will make a meaningful difference to the lives of children and young people. As Children and Young People Officer you will play a key role in delivering specialist, trauma-informed support to children and young people affected by sudden bereavement. You will ensure that support is compassionate, age-appropriate and tailored to each individual's needs, helping children and young people navigate grief and access the support they need.

The role involves building strong relationships with professionals across education, health and social care services, promoting awareness of 2wish services, and delivering training workshops that equip professionals with the confidence and skills to support bereaved children and young people effectively.

You will also develop resources for children, young people, families and professionals, ensuring that information and support remain accessible, relevant and responsive to the needs of our communities. Working collaboratively with partner organisations, you will contribute to service delivery of a holistic and joined-up service for children and young people affected by sudden bereavement.

Main duties: ☆

Service:

- 1.1: To deliver the Children and Young People service including the delivery of casework support, and referrals into support pathways including therapeutic services, peer support services and other support agencies where appropriate
- 1.2: Ensure all services are child-focused, trauma-informed, inclusive, and responsive to need
- 1.3: Adhere to child protection and safeguarding practices and procedures in line with national guidelines
- 1.4: Utilise a multi-agency approach to supporting young people that prioritises individual need and a holistic view to support
- 1.5: Build relationships with schools, healthcare professionals, community organisations and other agencies
- 1.6: Promote awareness of the charity's work through delivering training and workshops to professionals working with children and young people
- 1.7: Represent the charity and act as an ambassador for children and young people's voices
- 1.8: To work closely with the Children and Young People Manager to ensure delivery and growth of services
- 1.9: Developing resources and initiatives to improve support for children and young people (and the professionals who work alongside them)
- 1.10: To signpost and/or refer to other agencies as required that can provide support as needed

General:

- 1.1: To be responsible for organising own work agenda, time management and administration
- 1.2: To keep clear and up to date records on database of activities with families and any ensuing action
- 1.3: To promote the on-going work and continued support that 2wish can offer
- 1.4: To work as part of a team providing support to suddenly bereaved families
- 1.5: To work alongside support team and maintain a seamless approach to service delivery
- 1.6: To maintain a high degree of confidentiality in accordance with the charity's policies
- 1.7: To show respect and sensitivity for the cultural and religious beliefs of families
- 1.8: To undertake learning opportunities and seek them out for the team
- 1.9: 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
- 1.10: To attend weekend and evening community events in support of the charity as necessary
- 1.11: 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
- 1.12: To contribute to the evaluation and monitoring processes to ensure effectiveness of services and activities provided
- 1.13: 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.

This role is subject to a DBS check.

Person specification: ☆

Criteria	Essential	Desirable
Experience		
Proven experience of working with children and young people in a support or therapeutic role.	✓	
Strong knowledge of child development, trauma, bereavement and loss.	✓	
Excellent safeguarding knowledge and ability to manage risk and escalation appropriately.	✓	
Experience of working in a health, social care or charitable setting	✓	
Working within a multi-agency and legislative framework	✓	
Skills / Abilities		
Proven track record of successfully delivering services for young people and successful youth engagement in a comparable role	✓	
Ability to plan and organise workload, prioritising as appropriate; evidencing effective and highly efficient time management and crisis intervention skills	✓	
Ability to form compassionate relationships with young people whilst maintaining professional boundaries	✓	
Experience of working with death and bereavement		✓
Skills/Qualifications/Professional membership		
Hold a degree in relevant field, or demonstrate equivalent experience or a vocational qualification	✓	
Ability to perform as a confident autonomous practitioner regarding legislation, policies and procedures	✓	
Ability to demonstrate leadership skills and abilities	✓	
Confident in public speaking and presentations	✓	
Personal qualities		
Car driver with ability and willingness to travel across areas of service delivery	✓	
Emotional resilience and ability to engage in reflective practice.	✓	
The ability to work independently whilst remaining connected to a supportive remote team	✓	
Computer literate in Outlook, Teams, Word, Excel and PowerPoint	✓	



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

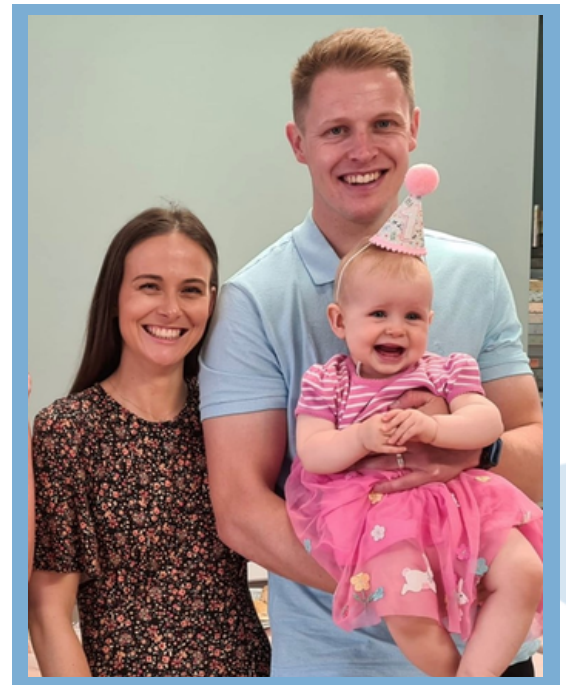
Olivia Rose Foster was the most beautiful baby girl who only ever knew fun, love and happiness. For 15 months she lit up the world with her infectious smile, her cheeky attitude and her love of life. Olivia was always playing, laughing (eating!) and enjoying every second of her life.

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:	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, 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:	2wish is currently working with staff to offer a form of hybrid working and this will continue for the foreseeable. This post is hybrid or remote depending on where you live. If you are local to 2wish Headquarters then the post will include some office based days. If you are not local to HQ then the role will be mostly remote with significant 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
- ☆ Free tickets to UK 2wish events, discounts for 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: Friday 9th October at 5pm

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.