2wish

Vacancy Information Pack

Post No: 2WRISMN01
Job Title: Regional Immediate Support Manager - North

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 2,400 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

R L 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:	Regional Immediate Support Manager - North
Reports to:	Head of Bereavement Services
Salary:	Starting salary of £33,120 per annum
Location:	Flexible - Mainly home working with regular travel to areas of service delivery. North Manager- based within North Wales, Merseyside, Cheshire, Shropshire, Staffordshire, Birmingham, Warwickshire, Herefordshire or Worcestershire.
Hours:	Full time - 37.5 hours over 5 days
Post No:	2WRISMN01

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 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

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 and 2wish:

2wish has been established since 2012 and has since 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.

We were founded as a Welsh organisation providing immediate casework support, as well as ongoing aftercare services including counselling, alternative therapies, play therapy, support groups, support events and a respite cottage.

In January 2024, we expanded into 'phase one' England, namely Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire and Somerset.
In July 2025, we expanded into 'phase two' England, namely Merseyside, Devon and Cornwall, Wiltshire, Dorset, Hampshire and the Isle of Wight. We will be expanding into phase 3 in Autumn 2027 and will continue to expand across the ten planned phases over the coming years.

Context of role:

2wish are recruiting two Regional Immediate Support Manager's (RISM) who will lead the coordination and delivery of 2wish's specialist Immediate Support Service across Wales and England. These posts will be based and responsible for the delivery of service, within the following 2wish regions;

1. North region covering; North Wales, Merseyside & Cheshire, Shropshire, Herefordshire and Worcestershire. With the addition of Staffordshire, West Midlands and Warwickshire from Autumn 2027 and Greater Manchester, Lancashire and Cumbria from 2029 onwards.

2. South region covering; South and West Wales, Gloucestershire, Somerset, Devon, Cornwall, Wiltshire, Hampshire, Dorset and the Isle of Wight.

The postholder will ensure services are trauma-informed, responsive, family-centred and delivered to a consistently high standard, supporting the complex and individual needs of families affected by the sudden and unexpected death of a child or young adult.
The RISM will provide strategic and operational leadership to a geographically dispersed workforce. The role will ensure effective governance, safeguarding oversight, workforce development, operational consistency, quality assurance and service innovation across all areas of delivery.

Working closely with the Head of Bereavement Support, Children and Young People's Service Manager, Safeguarding Manager and Therapies Assessor and Service Manager, and key external stakeholders, the postholder will ensure a seamless and holistic experience for all accessing 2wish services.

This is a leadership role that combines strategic vision, operational management and clinical oversight to ensure exceptional support is available to bereaved families at the most difficult times in their lives.

Main duties:

1.0. Service:

1.1: To manage the bereavement service including the operational delivery of immediate support and debriefs, ensuring the service is delivered consistently, responsively and to a high standard.

1.2: To oversee the database of 2wish Champions within hospitals and police forces across Wales and the areas within service delivery in England. Ensuring that Data Protection legislation and GDPR guidelines are implemented and adhered to.

1.3: Monitor service demand, capacity and workforce allocation to ensure equitable and responsive service provision.

1.4: Ensure operational consistency and adherence to organisational standards across all teams.

1.5: To oversee the delivery and develop training delivered to professional partners and develop excellent working relationships with referral partners and stakeholders.

1.6: Maintain oversight of service activity, referrals, waiting lists and case allocation processes.

1.7: Ensure appropriate service cover arrangements during periods of annual leave, sickness, vacancies and increased demand.

1.8: Provide direct support to families when required, particularly within complex, high-risk or escalated cases.

1.9: Ensure the service remains responsive, accessible and centred on the needs of the suddenly bereaved.

1.10: To work closely with the Head of Bereavement Services to ensure delivery and growth of services.

2.0. Management:

2.1: To lead, motivate and line manage the immediate support team responsible for delivering our immediate support and debrief service.

2.2: Manage a diverse team, organise regular team meetings and set realistic but challenging objectives to further the work of the charity.

2.3: To carry our quarterly 1:1s and annual appraisals with the Immediate Support team.

2.4: To carry out monthly case reviews with the Immediate Support team.

2.5: To produce weekly, monthly and quarterly reports to evidence activity and impact.

2.6: To develop and oversee a training programme for the team including mandatory and varied subject matter.

2.7: Ensure all service provision aligns with organisational strategy, values and objectives.

2.8: Contribute to a positive, compassionate and high-performing team culture.

2.9: Support the wellbeing, resilience and professional development of team members.

2.10: Promote reflective practice and a culture of continuous learning.

2.11: Lead recruitment, selection, induction and retention activities.

3.0. Safeguarding, Governance and Risk Management:

3.1: Work closely with the DSL to ensure safeguarding practice across the Immediate Support Service.

3.2: Ensure compliance with safeguarding legislation, organisational safeguarding policies and national guidance.

3.3: Attend and contribute to internal safeguarding committee meetings, as required.

3.4: Contribute to the oversight of complex safeguarding concerns, risk assessments and escalations.

3.5: Chair and contribute to case review meetings.

3.6: Monitor service compliance with documentation, record keeping and reporting requirements.

3.7: Support organisational learning arising from safeguarding reviews, incidents and complaints.

3.8: Ensure effective implementation of information governance, confidentiality and GDPR requirements.

4.0. General:

4.1: To be responsible for organising own work agenda, time management and administration.

4.2: To show respect and sensitivity for the cultural and religious beliefs of families.

4.3: To undertake learning opportunities and seek them out for the team.

4.4: 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.

4.5: To attend weekend and evening community events in support of the charity as necessary.

4.6: 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.

4.7: Maintain professional boundaries whilst providing compassionate leadership.

It is the nature of the work that tasks and responsibilities are in may 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		
A strong track record of people management , including remote workers, and the ability to lead and motivate a diverse and varied team	✓	
Experience managing complex services and operational delivery.	✓	
Excellent safeguarding knowledge and ability to manage risk and escalation appropriately.	✓	
Experience supporting individuals and families affected by trauma, grief or crisis.	✓	
Significant experience managing teams within health, social care, bereavement services, emergency services or the third sector.	✓	
Knowledge		
Extensive understanding of bereavement, grief and trauma-informed practice.	✓	
Have a strong understanding of child death processes and multi agency responses.	✓	
Ability to plan and organise workload, prioritising as appropriate; evidencing effective and highly efficient time management and crisis intervention skills	✓	
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 travel from Merseyside to Cornwall to South Wales as the role requires	✓	
Compassionate and person-centred in professional approach. While being emotional resilient and engages in reflective practice.	✓	
Ability to work flexibly and attend evening or weekend events and stay away overnight regularly.	✓	
Dedicated to the values and mission of 2wish.	✓	

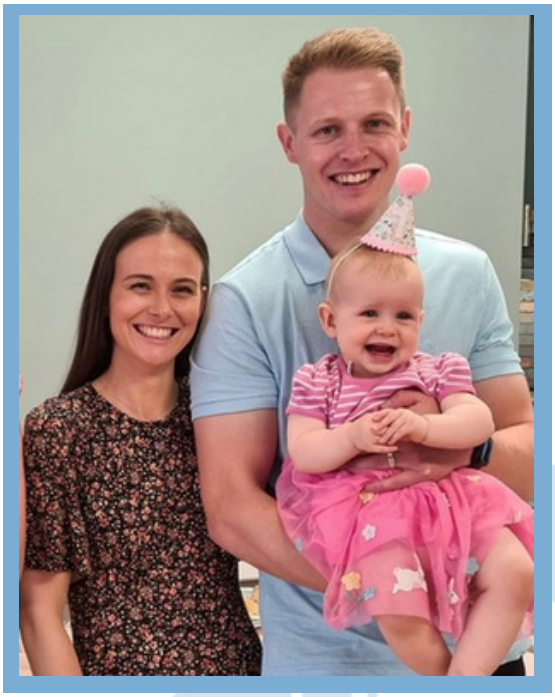
A Family Story by Harry & Rebecca Foster - Olivia's parents

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 £33,120 per annum.

Contract type: Permanent

Hours: Normal working hours are 9am - 5pm, Monday to Friday, although alternative hours may be worked with line manager agreement. Work outside normal working 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: Flexible - Mainly home working with regular travel to areas of service delivery.

North Manager- based within North Wales, Merseyside, Cheshire, Shropshire, Staffordshire, Birmingham, Warwickshire, Herefordshire or Worcestershire.

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: Monday 7th December 2026 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 soon as possible. Only those shortlisted will be contacted for an interview.