2wish

Vacancy Information Pack

Post No: 2WOOWMFT1
Job Title: Outreach Officer - Shropshire, Worcestershire and Herefordshire

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

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:	Outreach Officer - Initially to cover Shropshire, Worcestershire and Herefordshire and then to cover West Midlands, Warwickshire and Staffordshire in future expansion phase likely end of 2027
Reports to:	Therapies Assessor and Service Manager
Salary:	Salary of £26,227 per annum
Location:	Remote with regular travel initially across Shropshire, Worcestershire and Herefordshire and then West Midlands, Warwickshire and Staffordshire.
Hours:	Full-Time, 37.5 hours per week. Part-time role only to cover Shropshire, Worcestershire and Herefordshire will be considered.
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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 tis 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 in the following counties across England, including; Merseyside, Cheshire, Shropshire, Herefordshire, Worcestershire, Gloucestershire, Avon and Somerset, Devon and Cornwall, Wiltshire, Dorset, 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 int 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 Outreach Officer plays a key role in raising awareness of services, strengthening community partnerships and supporting the delivery of high-quality bereavement support activities across the region. The postholder will engage with local networks, coordinate events, and support volunteers while ensuring effective monitoring, reporting and continuous improvement.
This role sits initially within Shropshire, Worcestershire and Herefordshire, but will expand to support phase 3 of the expansion which will include the West Midlands, Warwickshire and Staffordshire. We are likely to expand towards the end of
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Key responsibilities:

Support Service:

1. **Event Coordination and Delivery**
1.1: Coordinate and deliver regular community engagement activities, including; coffee mornings and support events.
1.2: Organise and facilitate regular wellbeing and social activities, such as; walks or group sessions.
1.3: Represent the organisation at regional events, including supporting fundraising and CYP teams when required.
1.4: Co-lead on bookings and coordination of Ty Uchaf, our respite house.

2. **Awareness, Training and Engagement**
2.1: Lead on regional awareness training delivery for non-emergency services and community-based organisations.
2.2: Deliver additional 2wish training programmes as required, including Children & Young People (CYP) and Bereavement in workplace support training.
2.3: Lead awareness and advocacy activities with local 'support champions', including professionals within non-emergency services.

3. **Partnership and Network Development**
3.1: Actively engage with local bereavement networks through attendance at meetings, hosting information stands and building strong professional relationships across the region.
3.2: Develop and maintain effective links with community partners to expand reach and awareness of services.

4. **Volunteer Support**
4.1: Act as a key local contact for volunteers.
4.2: Support the recruitment, training and retention of volunteers in collaboration with the wider team.

5. **Administration, Monitoring and Reporting**
5.1: Maintain and take ownership of relevant systems and spreadsheets, including those used for:
52: Event planning and delivery
5.3: Marketing and communications
5.4: Contact and engagement tracking
5.5: Professional and family engagement records
5.6: Accurately record interactions with stakeholders, including; families, professionals, champions and referral partners.
5.7: Monitor and manage posts/content on Facebook family accounts.

6. **Quality Assurance and Improvement**
6.1: Support quality audits and contribute to continuous improvement processes.
6.2: Collect and review feedback from events and training sessions to inform future development.

2.0 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		
Experience of community engagement, outreach or partnership working	✓	
Experience of coordinating services for vulnerable people	✓	
Experience of working with vulnerable people, including families and/or children	✓	
Experience supporting or working with volunteers and bereaved individuals	✓	
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		
Experience of community engagement, outreach or partnership working	✓	
Strong organisational and event coordination skills	✓	
Confident delivering training or group sessions	✓	
Ability to build and maintain relationships with diverse stakeholders	✓	
Highly effective administrative skills	✓	
Personal qualities		
Compassionate and empathetic	✓	
Solution-focused with strong problem-solving skills	✓	
Committed to continuous improvement and high-quality service delivery	✓	
Willingness to travel regionally and attend occasional evening or weekend events	✓	

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 £26,227 per annum

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 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 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
- 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

Closing date: Friday 28th 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.