

Family Support Worker - Sussex

About the role

Reports to:	Senior Family Support Worker/Family Support Manager
Location:	Field-based – Worthing Hospital with community/home visits across Sussex
Hours:	26 hours per week (across 4 days)
Salary:	£16,575 - £17,160 pro rata (£25,500 - £26,400 FTE)

Contract: One-year fixed term – with the possibility of extension

Role overview

We're looking for a kind and compassionate person to join our Family Support team supporting families in Sussex. You'll support families whose child has cancer or a life-challenging condition, offering emotional and practical support when it's most needed – helping families feel less alone.

You'll split your time between Worthing Hospital, keeping in touch with and visiting families across Sussex, working closely with hospital teams, schools, and community services. Whether it's sitting with a parent on the ward, visiting a family at home, or checking in with a sibling who's struggling, you'll make sure families know they're never facing this journey alone.

We offer a flexible, hybrid role over four days, with regular peer support, clinical supervision, and opportunities to develop your skills. You'll be part of a small, friendly, and passionate team who look out for each other just as much as we look out for the families we support.

This role is about being calm, empathetic, building trust, being there when it matters, and making sure families know they're not alone.

Supporting Families

- Offer emotional and practical support tailored to each family's situation, listening closely and responding with care from the moment they're referred
- Keep in regular contact through home visits, hospital visits, calls, texts or emails – so families know what help is available and that they're not facing this alone
- Manage your own caseload, prioritising contact based on need and making sure families always feel supported
- Create and regularly review personal support plans using our Momentum Outcomes tool
- Connect families to Momentum services - such as counselling, creative therapies, respite breaks and family experiences – as well as trusted external organisations when needed
- Collaborate with our social work service when a family may need more specialist help with complex needs – such as education, housing issues, benefits, or safeguarding concerns.
- Recognise the needs of siblings, grandparents and carers, helping them to find the right support too
- When required, support families under palliative care with compassion and sensitivity
- Work closely with our Echoes team to ensure bereaved families transition to their specialist support smoothly and with care

Working in Hospital

- Visit Worthing Hospital regularly, in line with need, to support with existing Momentum families and meet new referrals

- Build strong, positive relationships with hospital staff, and other professionals so you become a trusted part of the team on the paediatric ward, including attending MDT's, sharing professional knowledge of our families and maintaining accurate records
- Be a friendly and approachable presence for professionals and families alike, clearly explaining what Momentum can offer
- Follow hospital policies on infection control, dress code and safeguarding at all times

Working in the Community

- Visit families across Sussex who need support at home
- Continue supporting families after treatment ends, helping them adjust and find their way forward
- Work with schools and local services to support children's emotional wellbeing
- Build relationships with local community teams to expand Momentum's support to families in need
- Make sure every family feels part of Momentum for as long as they need us

Professional Responsibilities

- Keep clear, accurate and confidential records of your work on our secure database
- Share stories, photos and anonymised family updates (with consent) to help the charity's fundraising and communications
- Join team meetings, clinical supervision and training (some virtual, some at our office near Hampton Court Station, Surrey)
- Act promptly on any safeguarding concerns in line with Momentum's policies
- Follow all guidelines for lone working, safeguarding, data protection and health & safety
- Take on other tasks that help us deliver our family support services for example managing family events i.e. coffee mornings and family days out

Person specification

Essential

- Experience working directly with children, young people or families in challenging circumstances
- A natural ability to build rapport with others - you listen well and put people at ease
- Excellent understanding of professional boundaries and confidentiality
- Strong written and verbal communication skills
- Good time management skills
- A calm, empathetic, compassionate approach, especially in emotional or sensitive situations
- Comfortable working independently, managing your own time, juggling priorities and managing a varied caseload
- Proficient in using Microsoft Office and experience with case management data systems
- Able to keep clear and accurate notes
- A team player – willing to collaborate and share learning with colleagues
- Full UK driving licence and access to a car
- Reliable internet access for remote admin and meetings

Desirable

- Experience working with young adults
- Previous experience in a charity or healthcare setting
- Familiarity with hospital environments and working alongside NHS professionals
- Sound knowledge of Safeguarding for children, young people and vulnerable adults

If you are passionate about making a difference in the lives of children, young people, and families, we'd love to hear from you.

About Momentum Children's Charity

We support families across London, Surrey and Sussex whose children are facing cancer or a life-challenging condition. We're there whatever the outcome, for as long as needed, so that no family has to cope alone.

The charity was set up over 20 years ago by our now Founder and Honorary President and has grown enormously over that time. We currently have partnerships with 8 hospitals who refer families to us for our support, which ranges from therapies and counselling, to respite holidays and special family experiences.

We're on a mission to help many more families with seriously ill children to know that they are not alone, and we'll need brilliant and talented people to share our ambition and make it happen.

Our values

We strive to create an amazing workplace for all, one where every single employee feels valued, heard, inspired and supported. As part of this, we have five core values which not only help to set the framework for the work we do supporting families but also paves the way for how we work as a team.

We are personal

We know that every employee's home life is different and that for everyone, a work/life balance is key, which is why we'll work with you to find the hours and days that fit with you. We celebrate individualism, welcome ideas and will support every employee with any training they might need to grow and build confidence in their role.

We are impactful

Our whole team shares a passion to make a difference. We all work closely together, which means every employee can see firsthand the difference we make – week in, week out – making it an inspiring and rewarding place to be. What's more, through collaborative working and a multi-disciplinary approach to mapping out our strategy and looking ahead, we can all play a part in helping drive the charity forward in the way that will be most impactful.

We are adaptable

We're a close-knit, adaptable team with big ambition. Because we're responsive and open, we can quickly learn from what works – and what doesn't – making changes when they're needed to help us grow and reach bold new goals. We're not afraid to try new ideas, no matter where they come from, and we're always up for thinking differently. So, whether you've got a brilliant idea for a new service or a better way to run team meetings, we're all ears.

We are trustworthy

Being approachable, open and honest is hugely important to us and allows us to build strong relationships with our families, supporters and volunteers, to help us build a strong and committed team together. We're transparent about the work we do and how we spend our funds, and always do what we say we will, helping each other out along the way.

We are inclusive

We apply our policy of Equity, Diversity and Inclusion across all aspects of our work. We believe that a diverse mix of backgrounds and experiences helps to create a productive work environment by bringing a variety of perspectives and ideas to the table, and we're dedicated to providing equality of opportunity in recruitment, promotion, training, pay and benefits.

We're not just searching for skills but also how a candidate could uphold our values and enhance our culture, therefore, even if you don't think you meet the skills criteria listed in our job descriptions, we'd still like to hear from you.

Safeguarding

Safeguarding children is everyone's responsibility.

All children and young people linked with Momentum Children's Charity, wherever they are, whoever they are with, whatever they are doing, have the right to protection from neglect, physical, emotional and sexual abuse.

All members of the public, as well as professionals, have a responsibility for the protection of children and reporting concerns about a child's welfare or safety.

Momentum Children's Charity ensures statutory requirements concerning Disclosure and Barring Service checks are met, maintains an up-to-date Safeguarding policy and procedures, and provides safeguarding training to all staff and volunteers.

All Momentum Children's Charity staff and volunteers who come into contact with the children, young people and their families will:

- Be able to identify potential indicators of abuse or neglect
- Have read the Safeguarding Policy
- Know their role and responsibilities within their team
- Know how to communicate and record concerns
- Know to act upon concerns in line with the principles and procedures for local child protection management and Working Together to Safeguard Children.

Therefore, all children and young people in contact with Momentum Children's Charity will:

- Be treated with respect and afforded full civil and legal rights
- Be listened to and taken seriously, whatever their level of development or communication
- Be given time to do things for themselves, to understand and be understood
- Be involved in decisions that affect them
- Have their privacy respected at all times and in all places
- Have a right to confidentiality – all information about them will be treated carefully, be kept safe and only shared with those people who need to know.

The wellbeing of a child is the paramount consideration in all circumstances.

Any offer of employment will be subject to Disclosure & Barring Service (DBS) check prior to employment start date.

The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

How to apply

Complete our [online job application form](#).

Applications will be reviewed as received and interviews will be conducted throughout the recruitment period. Due to the high volume of applications, we may not be able to provide individual responses to all applicants. Please note that we are unable to provide sponsorship. Applicants must possess the necessary right to work eligibility in the UK.