

Hospital Family Support Worker

About the role

Reports to:	Senior Family Support Worker
Location:	Primarily based at St George's, Royal Marsden (transitioning to Evelina, Westminster in 2026), Kingston Hospital and St Peter's, Chertsey. Travel to other partnered hospitals across London and Surrey as required. Includes at least one monthly meeting at our East Molesey office.
Hours:	30 hours, including one Saturday per month (with a weekday in lieu)
Salary:	£19,125 - £19,800 pro rata (£25,500 - £26,400 FTE) Includes progression opportunities following successful probation.
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, working directly with families who are facing the unthinkable – the news that their child has cancer or a life-challenging condition.

As our Hospital Family Support Worker, you'll visit children, young people and their families on the wards of our partnered hospitals. You'll be a consistent, reassuring presence, offering emotional and practical support when it's most needed – and helping families feel less alone.

You'll meet families already known to Momentum, as well as take new referrals. You'll also support families remotely who live further afield or are adjusting to life after treatment.

This role is about being that calm, empathetic and kind person who makes a difference just by showing up. You'll be a trusted part of hospital life, and a key link between the families, Momentum, and the wider healthcare team.

Key Responsibilities:

- Offer emotional and practical support to families, being a warm and reliable presence during their hospital stay.
- Build trusting, non-judgemental relationships with parents, carers, children and young people.
- Meet families in hospital, explain our support services, and complete referral forms for further help.
- Work closely with hospital professionals, attending multi-disciplinary meetings, deliver training on Momentum's service and sharing relevant updates with the wider Momentum team.
- Keep accurate records of your work, including family interactions and safeguarding concerns.
- Understand and follow all safeguarding, child protection, and lone working policies.
- Report any safeguarding concerns in line with our policies and procedures.
- Support Momentum's fundraising and communications by sharing family stories (with consent) and identifying case studies.
- Ensure all actions reflect Momentum's values and vision – that no family with a seriously ill child should have to cope alone.
- Comply with hospital policies around dress code, infection control, and health and safety.
- Attend team meetings in-person and online across London and Surrey.
- Complete training requirements relevant to your role.
- Carry out other reasonable duties to support the delivery of Momentum's work.

Person specification

Essential:

- Experience supporting children, young people, or families facing difficult 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.
- A calm, empathetic, compassionate approach, especially in emotional or sensitive situations.
- Comfortable working independently, managing your own time, and juggling priorities.
- Confident with Microsoft Office and databases, and able to keep clear and accurate notes.
- A team player – willing to collaborate and share learning across services.

Desirable:

- Experience working with teenagers or young adults.
- Previous experience in a charity or healthcare setting.
- Familiarity with hospital environments and working alongside NHS professionals.
- A full UK driving licence and access to a car (though all hospitals are accessible by public transport).
- Safeguarding understanding.

If you are passionate about making a difference in the lives of children, teenagers, 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 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](#) including a copy of your current CV.

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.