

Senior Family Support Worker

About the role

Reports to:	Family Support Manager
Location:	Hybrid – East Molesey office (flexible), partner hospitals across London, Surrey and remote working
Hours:	30 hours per week (Monday, Wednesday, Thursday and Friday)
Contract:	Permanent
Salary:	£24,750 - £27,000 for 30 hours per week (£33,000 - £36,000 FTE)

Could you help families through the most difficult time of their lives?

We're looking for a compassionate and experienced Senior Family Support Worker to work alongside our Family Support Manager in delivering emotional and practical, needs-led support to families facing childhood cancer or life-challenging conditions—for as long as they need us.

You'll hold a small caseload of families while also supporting the smooth running of our service—helping to coordinate hospital visits, review caseloads, and ensure families get the right help at the right time. You'll play a key role in building strong relationships with hospital teams, supporting service development, and deputising for the Family Support Manager.

This role covers management of our caseload of families across London and Surrey, supporting families linked to our hospital partnerships including Kingston, Royal Marsden, St George's, Epsom, St Peter's and Royal Surrey—with the Evelina Children's Hospital joining in the future.

Role overview

Leadership & Team Support

- Manage a team of Family Support Workers.
- Oversee caseloads and conduct monthly reviews.
- Ensure regular hospital visits are co-ordinated and met as planned, adjusting in line with need.
- Support the allocation of referrals across the team to make sure families receive timely and appropriate support.
- Contribute to the recruitment, supervision, and development of Family Support Workers.
- Deputise for the Family Support Manager when needed, including leading team meetings and taking minutes.
- Participate in the weekend on-call rota.

Family Support Delivery

- Hold a small caseload, providing empathetic, non-judgemental emotional and practical, needs-led, support.
- Plan and attend family events, working with external suppliers where needed.
- Provide regular visits to nominated hospitals and ensure families are linked in with appropriate services.
- Participate in multidisciplinary meetings, safeguarding boards, and service planning discussions.

Hospital & Community Partnerships

- Build and maintain strong working relationships with hospital teams and community partners.
- Maintain regular contact with paediatric teams to share patient updates and identify new needs.

- Deliver presentations and training to raise awareness of Momentum.
- Identify new partnership and referral opportunities in clinical and community settings.
- Support the transition of hospital services from the Royal Marsden to Evelina London Children's Hospital.

Service Monitoring & Development

- Support the Family Support Manager in delivering service outcomes and contributing to operational planning.
- Assist in monitoring budgets and ensuring services align with the operational plan.
- Maintain accurate and timely records to support reporting requirements.
- Provide case studies and updates to support fundraising and communications.

Organisational Contribution

- Deputy Designated Safeguarding Lead
- Attend relevant training and family support events (including evenings/weekends).
- Provide insights and case studies to support fundraising and communications.
- Attend occasional family events and community activities.
- Champion Momentum's values and safeguarding standards in all areas of work.

Person specification

Essential

- Experience in supervising, coordinating, or supporting the management of staff or volunteers.
- Experience working directly with children and families.
- Background in health, education, care, social support or related field.
- Experience supporting individuals through challenging circumstances, ideally including serious illness.
- Strong understanding of safeguarding, with confidence in identifying and responding to concerns.
- Knowledge of the emotional impact of serious illness and bereavement on families.
- Excellent communication, organisation, and digital skills.
- Experience working as part of a multidisciplinary team.
- Full UK driving licence and access to a car.
- Reliable internet connection and suitable space for remote working.

Desirable

- Relevant professional qualification (e.g., social work, nursing, education, counselling) or equivalent experience.
- Experience working in a charity or family support setting.
- Experience supporting bereaved families.

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 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.