

Senior Family Support Worker

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 founded 19 years ago by our current Chief Executive and has grown enormously over that time. We currently have partnerships with 9 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 even more families with seriously ill children to keep moving forward, 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 may be a relatively small charity, but we have big ambition and pride ourselves on being an adaptable workforce. Thanks to our small and responsive team, we can quickly learn from our successes and failures, making changes that are needed to evolve and ultimately help us reach new, ambitious goals. We're not afraid to try new ideas, from any one on the team who might have one, and we're committed to thinking outside of the box. So, whether you have a great idea for a new service or think there's a better way to run team meetings, we are 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 and our funders, and helps 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 inclusivity, equality and diversity 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 recognise that we're a predominantly white workforce and are genuinely committed to encouraging applications from diverse communities in order to improve the service we provide to the children and families we support.

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 an Enhanced 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.

About the role

Job title:	Senior Family Support Worker
Reports to:	Family Support Manager
Location:	Hybrid role including partner hospitals, community and East Molesey office
Hours:	30 hours per week
Salary:	£20,250 - £23,250 pro-rata for part-time hours (FTE £27,000 - £31,000) – dependent on experience

The Senior Family Support Worker will assist the Family Support Manager to lead and manage the Family Support team to help families who have a child with cancer or a life challenging condition, to provide practical and emotional needs-led support services, with the main aim being to maximise the opportunities and support available to them, recognising the challenges they face and responding to their individual needs.

The role will cover management of our caseload of families in London and Surrey, including our Kingston, Royal Marsden, St George's and Epsom hospital partnerships working with our Family Support Workers to ensure that their caseload is being managed effectively in line with Momentum's family support framework.

Role overview

- Manage and monitor Family Support Team caseloads, conducting monthly reviews.
- Assess referrals from hospital partners and allocate/co-ordinate caseload within the team.
- Develop and maintain successful professional partnerships, to ensure service is accessible to families.

- Deliver regular presentations and trainings to hospital professionals about the charity and its services.
- Hold a limited caseload of families providing compassionate and non-judgmental support to families of all ages within assigned caseload, reporting needs and recommendations for additional support.
- Provide regular visits to allocated hospitals.
- Deputise for the Family Support Manager when absent, including leading team meetings.
- Support the Family Support Manager with monitoring and delivery of service outcomes in line with Momentum's operational plan.
- Maintain accurate records in accordance with Momentum's reporting requirements.
- Establish regular contact with hospital paediatric team for patient updates.
- Deliver Family Support services within budget and in-line with charity Business Plan.
- Recruit and retain a high performing team of Family Support Workers, ensuring the best possible standards of service delivery to meet agreed outcomes.
- Transition bereaved and palliative families to the Echoes service.
- Implement and oversee the use of 'Momentum Outcomes' with regular reviews.
- Support Family Support Manager to develop operational plan for the Family Support Team.
- Participate in the Family Support on-call telephone rota supporting team in hospitals at the weekend.
- Plan and record Family Support time for hospital and home visits efficiently, ensuring this falls in line with charity aims and ensuring compliance with our Lone Working policy.
- Manage the Family Support Worker team, including support, appraisals, development and professional growth.
- Ensure Health and Safety compliance, especially during home visits.
- Assist the Marketing and Fundraising team with family updates and case studies.
- Relay supporter contact information to relevant internal contacts.
- Attend relevant training for the Senior Family Support Worker role.
- Be flexible to attend family support events, including evenings and weekends.
- Act as a professional representative of the charity for internal and external audiences.
- Other reasonable requests in line with requirements of the role.

Person specification

Essential

- Experience working directly with children and families and being responsive to their needs.
- Strong communication skills (both written and verbal).
- Experience in managing and motivating a team to deliver targets and passionate about achieving consistent and effective outcomes.
- Ability to work independently, adapt to evolving service needs and manage resources effectively.
- Ability to set and maintain professional boundaries.
- Discreet, honest, reliable and approachable.
- Proficiency in using IT systems including Microsoft Office and databases.
- Collaborative and empathetic approach, working in a people-oriented and emotional environment.
- Possession of a valid UK driving license with access to a car.
- Reliable internet connection at home for effective remote working.

Desirable

- Experience of working in a charity (health or care).
- Level 3 in Safeguarding and/or sound knowledge of Safeguarding for children and young people.
- Demonstrated ability to work effectively within a team, including collaboration with relevant agencies such as NHS services and third sector organisations.
- Experience in bereavement or social work would be advantageous.

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.