



Jessie May
Children's Hospice at Home

**Family Liaison
Officer**

February 2025



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Introduction from our Director of Care, Andrea Choules

Thank you for considering what I believe is an incredible career opportunity here at Jessie May. This role of Family Liaison Officer at Jessie May has been created to enhance the family experience connecting Jessie May families with additional support that they may need.

We are an innovative charity with a national reputation for providing exceptional care and support to children with life-threatening and life-limiting conditions and their families in their own homes. We are family centred and led, and the direct involvement of our families is crucial to everything we do. All of us, our nurses, administration team, fundraisers, trustees and volunteers are without exception passionately committed to improving the lives of the children and families we support.

Jessie May was established in 1996 and over the last 5 years we have seen rapid growth in the numbers of children and families we support and the geographical areas we cover. To date we have supported over 450 children and their families across the South-West. We provide regular, specialist, palliative care and support to enable families to care for their child at home; intensive care and support to families when a child is at the end of life to enable them to remain at home; and bereavement support after a child has died.

Jessie May is in an exciting phase. In September 2022 we launched our 'No Place Like Home' strategy which has seen us launch a 24/7 end of life care project and expand and develop the services we provide to support our families. The Family Liaison Officer plays a crucial role in this holistic approach.

About Us

Started by a family, for families, and now shaped by families - learn more about how and why Jessie May was established.

Jessie May is a Bristol-based charity, with a national reach providing nursing care at home for children and young people with life-threatening and life-limiting conditions who are not expected to live beyond the age of 19. Jessie May was established in September 1996 by Chris and Philippa Purrington, following the death of their baby daughter Jessica May. She died from a genetic condition known as severe Spinal Muscular Atrophy when she was only 4½ months old.

Whilst the family were visiting relatives in Bristol, Jessica was admitted to the local hospital. It was here that the family learnt that the support they had received back at home in High Wycombe was not available to families caring for their child at home in the Bristol area.

Jessica was cared for by her family at home throughout her illness. She died peacefully at home in her father's arms, in privacy, with dignity and surrounded by all those who loved her.

Jessica's parents were determined to do what they could to enable other children with conditions like Jessica's and their families to have support in their own homes and the choice to die at home when that time comes. After a lot of hard work and perseverance, initial funding was secured, and Jessie May was officially launched in 1996.

Jessie May receives approximately 20% of funding from statutory sources, so is very reliant upon voluntary funding, and encourages donations from individuals, corporate organisations, community groups and grant-making or charitable trusts. No charge is made to families using the services of the charity. Since Jessie May was founded, we have supported over 450 children and their families across the South-West.

Our Vision

Our vision is that all children and young people with life-limiting or life-threatening conditions are supported to have the very best quality of life possible, and to choose to live, and to die, in their own homes with their families.

Our Mission

Our mission is to provide the very best care and support possible, at home, for children and young people with life-limiting or life-threatening conditions and their whole families. For the whole journey in life, at the end of life, and in bereavement.

Our Values

We are kind,
passionate
and
committed

We are honest,
respectful and
collaborative.

We put
children and
families first

Job description

Post	Family Liaison Officer
Direct Line Reports	Director of Care
Salary	£26,780 - £28,377 (pro rata)
Contract	Permanent
Hours	21 hours (3 days a week)
Annual Leave	27 days pro rata
Pension	Group pension scheme

Role

The Jessie May Family Liaison Officer plays a vital role in supporting families through our evolving care service. You will work collaboratively with the Director of Care, Team Around the Family and wider Jessie May team as well as building crucial connections with external partners and support networks.

You will be an experienced professional from health, social care, or family support, with demonstrable success in managing complex caseloads and navigating health systems. Your understanding of disability, palliative care, and bereavement support will enable you to guide families through their journey with Jessie May.

As a skilled relationship builder, you will create strong partnerships both within Jessie May and with external stakeholders to enhance our family support offering. Your strategic thinking and practical approach will help shape how we connect families with the resources and support they need.

Job Summary

The Family Liaison Officer will work with the Director of Care, Bereavement Coordinator, Family Engagement Officer and Care Team to ensure that during a time of change the impact on the families we support is minimal. You will work with the team to ensure that there is a smooth transition between Jessie May services and also work to create an enhanced offer to families, where by Jessie May supports families to access support and advice available to them (not necessarily through Jessie May) and that they are better able to navigate the health systems for their child and their family.

The Family Liaison Officer will:

- Accept referrals from within the Jessie May caseload.
- Help with enquiries and access to appropriate services and support.
- Work with the care teams and bereavement team to ensure a smooth transition from one team to the other.
- Link families into wider support, which could include Jessie May engagement, emotional and wellbeing.
- Build relationships with funders and businesses to support the practical needs of our families.
- Build strong working relationships with other members of the Team Around the Family and the wider Jessie May team.
- Previous experience could include a health and/or social care/ education/ community support background, working directly with families and managing a caseload, experience of disability, palliative care and bereavement.

Main Duties and Responsibilities

To work with the Director of Care, Bereavement Coordinator, Family Engagement Officer and Care Team to manage referrals through established Jessie May pathways, ensuring accurate and timely data collection for reporting to Integrated Care Boards (ICBs), funders and stakeholders.

To manage a caseload of families, offering additional support to help them navigate wider support within health and social care and updating the care team with any changes in services that they may be signposting to.

To work closely with the Care Team Leads and Bereavement Coordinator to ensure a smooth transition between teams when it comes to bereavement support.

To work closely with the Family Engagement Worker to ensure that families get the opportunity to engage with Jessie May engagement events and that barriers to participation are overcome.

Gathering and sharing knowledge of local activities and other agencies that could help our families and share this information with families and within the wider Jessie May team.

To support as required, the Family Engagement Worker to help with the running of the annual Jessie May Christmas Party.

To support as required with the Bereavement Coordinator in the planning and running of the annual Jessie May Tree of Light Service.

General

To ensure all contacts with families are recorded on Jessie May CRM systems and available for impact and evaluation purposes.

To attend events and activities representing Jessie May and promoting the voice of the family and the way in which Jessie May works to achieve this.

Attend appropriate meetings, always ensuring effective communication.

To manage your own admin including managing emails, phones, texts.

To work with Jessie May partners across the palliative care network across the Jessie May area, the South-West and UK.

All employee responsibilities

To maintain an awareness of and actively follow and promote Jessie May policies, including (but not limited to); Equality and Diversity, Health and Safety, Safeguarding, Data Protection and Confidentiality.

To complete all Jessie May mandatory training, within the required timescales.

The welfare of children and young people with whom we support and come into contact with, either directly, or indirectly, is paramount to all staff at Jessie May and it is our responsibility to ensure that best practice is followed and that you adhere to the Jessie May values and Code of Conduct at all times.

To be noted

This is not an exhaustive list of tasks; Jessie May employees will be asked to undertake other ad hoc tasks relevant to the scope and purpose of the role. This job description reflects the present requirements of the post, and as duties and responsibilities change/develop, the job description will be reviewed subject to amendment in consultation with the post-holder.

Jessie May Culture and Code of Conduct

The Jessie May team has created a 'code of conduct', which outlines the organisational culture that all team members adhere to:

We are caring and compassionate, actively looking out for one another and supporting workloads where we can.

We support and understand each other's priorities.

We are friendly and inclusive of everyone we come into contact with.

We maintain a professional attitude, fostering a culture of openness and actively encourage constructive feedback among ourselves.

We are ambitious and hardworking and celebrate one another's achievements.

Terms & Conditions and Employee Benefits

Conditions, including but not limited to the below:

Checks: The appointment is subject to satisfactory references, DBS check and a probationary period of six months.

Salary: £26,780 - £28,377 depending on experience. Salaries are reviewed annually, at the discretion of the Trustees, where the budget allows, with any increases effective from April.

Pension: There is a group personal pension scheme that you are entitled to participate in, subject to the rules of the scheme. You will be automatically enrolled into the scheme, however there is the option to opt out. The employer's

contribution is 5 per cent while the employee's contribution is 4 per cent of the pensionable salary.

Death in Service: There is a death in service insurance that you will be eligible to enroll in from day one.

Work base: Jessie May office and throughout the Jessie May service area.

Holiday entitlement: Annual leave is 27 days pro rate, plus bank holidays. Some annual leave is pre-allocated to cover some of the time in-between Christmas and New Year when the office is closed. This amount increases with service.

Employee Assistance Programme

Staff Wellbeing Social Group

Team Away Days and Social Events

Free on-site parking if available

Free office refreshments

Area	Requirements (Essential – E / Desirable – D)
Knowledge / Experience	<ul style="list-style-type: none"> - Experience of working with adults, children or young people within palliative care settings. (E) - Knowledge and experience of monitoring and evaluating work to demonstrate its impact. (D) - Experience of supporting / working with disadvantaged children, young people and their families within communities to bring about positive change. (E) - Experience of multi-agency working. (E) - Experience of working effectively within a team. (E) - Experience of facilitating group work. (E) - Experience of writing small funding applications (D) - Experience of developing relationships with local businesses (D) - Experience of working with volunteers (D) - Experience of working within a charitable organisation (D)
Qualifications / Training	<ul style="list-style-type: none"> - Professional training relevant to working with families, children, young people and/or parents / carers within children's or adults' palliative care. (E) - Social work background / qualification. (D)

Area	Requirements (Essential – E / Desirable – D)
Skills / Abilities	<ul style="list-style-type: none"> - Managing a caseload of families (E) - The ability to sensitively enable and creatively engage families who may be resistant or difficult to reach. (E) - Able to work effectively within a multi-agency team, share information appropriately and co-work with colleagues from a range of backgrounds and disciplines. (E) - Able to manage variable and competing demands and pressure. (E) - Commitment to a creative and persistent 'can do' approach. (E) - Good IT skills using Microsoft 365 suite. (E) - Able to work within defined timescales and meet agreed targets. (E) - Ability to work flexibly as needed to maintain a responsive service. (E) - Applicants need to hold a fully valid UK driving license and be willing to use their own vehicle on official business journeys. (E) The ability to build and maintain professional relationships with a range of stakeholders. (E) An awareness of lone working in the community. (D) An awareness of risk assessment. (D)
Aptitude, personal characteristics	<ul style="list-style-type: none"> Able to reflect Jessie May values (E) Reflective in and on practice (E) Committed to Professional Development and a willingness to learn (E) Work flexibly (E) Remain calm under pressure (E) Ability to demonstrate resilience in approach to work (E) An empathetic and non-judgemental nature. (E)

How to apply

Use our [application form](#) - You will be asked some basic details, need to answer 3 questions about your skills and experience and upload your CV. We would be grateful if you could also take the time to complete our anonymous [equalities monitoring form](#).

As part of our commitment to being a Disability Confident Employer, we guarantee an interview to anyone who identifies as disabled (as defined by the Equalities Act 2010) that meets the essential criteria set out in the person specification.

Closing date: 5.00pm Tuesday 4th March 2025

Interview date: Wednesday 12th March 2025

Interview location: Jessie May, 35 Old School House, The Kingswood Estate, Britannia Road, Kingswood, Bristol, BS15 8DB