



Jessie May

More than a Hospice at Home

**Family Liaison
Officer**

September 2026



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Thank you for your interest in joining the Jessie May team as Family Liaison Officer (FLO).

The successful candidate will be an experienced and compassionate professional who thrives on building relationships, navigating complex situations and finding practical solutions that make a positive difference for Jessie May families.

If this opportunity excites you and you have the skills, experience, and passion we're looking for, we'd love to hear from you. We know great people don't always tick every box. If you bring the right aptitude, attitude and willingness to learn, please consider applying, and if you'd like an informal chat about the role please contact Caryn Davies at caryn.davies@jessiemay.org.uk to arrange a call.

Thank you and all the best,

A handwritten signature in black ink that reads "Caryn". The script is fluid and cursive, with the first letter 'C' being large and looping.

About Us

At Jessie May, we provide specialist nursing care, at home, for children with life-limiting and life-threatening conditions. We support parents, siblings and wider family members in Bristol, South Gloucestershire, North Somerset, Bath and North East Somerset, and Wiltshire.

Through life and death, bereavement, and grief, we are here for families for as long as they need us - support for weeks, months, and years.

With us, seriously ill children can still be children, and their families can make memories to look back on when they need them most.

Our families let Jessie May into their homes, both physically and emotionally, offering expert care and much-needed space for parents and carers to rest, and recharge.

Because they know the children so well, the nurses can advocate for children in clinical settings, so their voices and needs are always heard, whilst also supporting worried families during extremely difficult times. When the end of a child's life approaches, they're there too, offering the kind of gentle, familiar care that only long-term, trusted relationships can provide.

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
Reports to	Team around the Family Manager
Salary	FTE salary £33,904.51, Actual £20,342.71
Contract	2 year fixed term contract
Location	Hybrid – Home working and Charlton Farm Office - Charlton Drive, Wraxall, Bristol, BS48 1PE, United Kingdom
Hours	Post 0.6 (21 hours per week)
Annual Leave	27 days (after five years’ services: 29 days, rising to 33 days after ten years’ service)
Pension	Group pension scheme

Role

The Jessie May Family Liaison Officer (FLO) plays a vital role in supporting families through our evolving care service. You will work collaboratively with the Team Around the Family (TAF) Manager, the Team Around the Family and the wider Jessie May team, while also building strong connections with external partners and support networks.

You will be an experienced professional from health, social care, education or family support, with demonstrable success in managing complex caseloads and navigating health and social care systems. Your strong understanding of disability and the challenges faced by families caring for a child with complex needs will enable you to guide families through complex situations with clarity, empathy and practical problem-solving.

As a skilled relationship builder, you will create strong partnerships both within Jessie May and with external stakeholders and partners to enhance our family support offer. Your 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 Team around the Family and Care Team to support smooth transitions between Jessie May services and help strengthen our wider offer to families by improving access to information, guidance and external support.

You will empower families to navigate health, education, social care and community systems, ensuring they feel confident and informed. You will also help families connect.

The Family Liaison Officer will:

Accept referrals from within the Jessie May caseload.

- Respond to enquiries and support families to access appropriate services and support.
- Work with care teams and the bereavement team to ensure seamless transitions between services.
- Link families into wider support, including Jessie May engagement, emotional and wellbeing activities.
- Build relationships with external orngaisations including NGOs to support the practical needs of families.
- Develop strong working relationships with the Team Around the Family and wider Jessie May colleagues.
- Draw on previous experience in health, social care, education or community support, including caseload management and supporting families with disability, palliative care and bereavement.

Main Duties and Responsibilities

- Caseload Management and Family Navigation
- Manage a caseload of families, offering short-term, needs-led support to help them navigate wider services.
- Support families to understand and access health, education, social care and community organisations.
- Help families understand processes such as EHCPs, local authority pathways and other practical or emotional support options.
- Provide clear, practical navigation that builds resilience and empowers families.
- Offer support with applications (e.g., Blue Badge, small grants) where appropriate, ensuring families feel confident, informed and are able to develop the skills and confidence to complete independently in the future.
- Keep the care team updated on any changes in services or support being accessed.

Transitions between Jessie May teams

- Work closely with Care Team Leads and the Team Around the Family to ensure smooth transitions between care, engagement and bereavement support.
- Support families during key points of change, ensuring continuity and clarity.

Engagement and Community Connections

- Work with the Family Engagement Facilitator to help families participate in Jessie May activities, identifying and reducing barriers to involvement.
- Gather and maintain locality-specific knowledge of services, activities and organisations across the Jessie May area.
- Share this knowledge with families and the wider team to strengthen our collective understanding of local support

networks.

Events and Organisational Support

- Support the Family Engagement Worker with promotion of and where required attendance at engagement events.
- Support the Team Around the Family with the annual Jessie May Tree of Light Service.
- Represent Jessie May at meetings, events and activities, promoting the voice of families and our holistic, family-centred approach.

Data, Reporting and Administration

- Ensure all contacts with families are accurately recorded on Jessie May CRM systems for impact reporting and evaluation.
- Support accurate and timely data collection for reporting to Integrated Care Boards (ICBs), funders and stakeholders.
- Manage your own administrative tasks, including emails, phone calls and text communication.

Partnership Working

- Work with Jessie May partners across the palliative care network in the Jessie May area, the South-West and nationally.
- Build constructive relationships with external organisations to strengthen the support available to families.

General Responsibilities

- Actively follow and promote Jessie May policies, including Equality and Diversity, Health and Safety, Safeguarding, Data Protection and Confidentiality.
- Complete all mandatory training within required timescales.
- Prioritise the welfare of children and young people, ensuring best practice is followed at all times.
- Uphold Jessie May’s values and Code of Conduct in all interactions.
- Ensure effective communication at all times.
- Maintain professionalism, confidentiality and adherence to Jessie May values.

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

- Jessie May has a ‘code of conduct’, which outlines the organisational culture. The behaviors that all team members adhere to are that:
 - 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 encouraging 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 following:
 - Checks: The appointment is subject to satisfactory references, DBS check and a probationary period of six months.
 - Pension: Employer’s contribution 5%
 - Death in Service Provision (once successfully passed probation)
 - Work base: Hybrid – Home working and Charlton Farm Office - Charlton Drive, Wraxall, Bristol, BS48 1PE, United Kingdom
 - Holiday entitlement: Annual leave is 27 days pro rata, plus bank holidays.
 - Employee Assistance Programme

PERSON SPECIFICATION

	Essential	Desirable
Qualifications / Training	Professional training relevant to working with families, children, young people and/or parents / carers within children’s health, social care, education, community support.	- Social work background / qualification. - Training or experience in disability/SEND systems
Knowledge / Experience	- Experience of working with adults, children or young people within children’s health, social care, education, community support. - Experience of supporting / working with disadvantaged children, young people and their families within communities to bring about positive change. - Experience of multi-agency working and developing relationships with stakeholders and partners. - Experience of working effectively within a team. - Experience supporting families to navigate health/social care systems - Experience explaining complex processes (EHCPs, LA pathways) - Experience managing short-term, needs-led caseloads	- Experience of monitoring, recording and evaluating work, including accurate use of CRM systems to support reporting, impact measurement and communication with stakeholders. - Knowledge of local small-grant and practical-support schemes, with the ability to signpost families and offer light-touch support with applications where appropriate. - Experience of working with volunteers - Experience of working within a charitable organisation
Aptitude, personal characteristics	- Able to reflect and uphold Jessie May values in all aspects of work. - Reflective in practice, with a commitment to ongoing learning and professional development. - Empathetic, non-judgemental and able to build trust quickly with families. - Calm, resilient and able to maintain clarity and compassion during emotionally challenging conversations. - Confident working independently in community settings while maintaining professional boundaries. - Flexible and adaptable, responding positively to changing needs and circumstances.	

Skills / Abilities	- Ability to sensitively engage and manage a caseload of families, providing short-term, needs-led support. - Ability to gather and interpret information clearly and accessibly for families. - Strong administrative accuracy and IT skills, including M365 and CRM use. - Ability to build and maintain professional relationships with a range of stakeholders. - Ability to support families through transitions with clarity, empathy and professionalism. - Able to work effectively within a multi-agency team, sharing information appropriately. - Able to manage variable and competing demands and remain calm under pressure. - Commitment to a creative, persistent and solutions-focused ‘can do’ approach. - Good IT skills, including confident use of Microsoft 365. - Able to work within defined timescales and meet agreed targets. - Ability to work flexibly to maintain a responsive service. - Full UK driving licence and willingness to use own vehicle for business travel. - A willingness to work evenings and weekends as required to meet the needs of the role.	- Awareness of lone working considerations in community settings. - Awareness of risk assessment principles.
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How to apply

Please email hradmin@jessiemay.org.uk your CV and covering letter answering the following two questions;

- Why do you want to work with Jessie May and in this specific role? (up to 250 words)
- How do you meet the skills, experience and qualities set out in the job description and person specification? (up to 750 words)

We would be grateful if you could also take the time to complete our anonymous [equalities monitoring form](#).

Closing date: 21st October

Interview date: 3rd November

