



WE'RE HIRING

Tayside Hospital to Home Worker

Contract:	One year fixed term
Hours	20 hours per week
Salary	£32,741.80 pro rata
Regular Place of Work	Home working - with travel across Tayside.
Reporting to:	Head of Support Services

Continue Reading For Full Job Description:

WELCOME FROM HEATHER TAYLOR, HEAD OF SUPPORT SERVICES, HELD IN OUR HEARTS

Thank you for your interest in the Tayside Hospital to Home Worker role at Held In Our Hearts.

This is an amazing opportunity to join an innovative service covering the Tayside region. Hospital to Home is our early intervention support service, designed to ensure that no family faces pregnancy, baby or infant loss alone. The service is offered on an opt-out basis, helping bridge the gap between hospital and community services at one of the most difficult times of their lives.

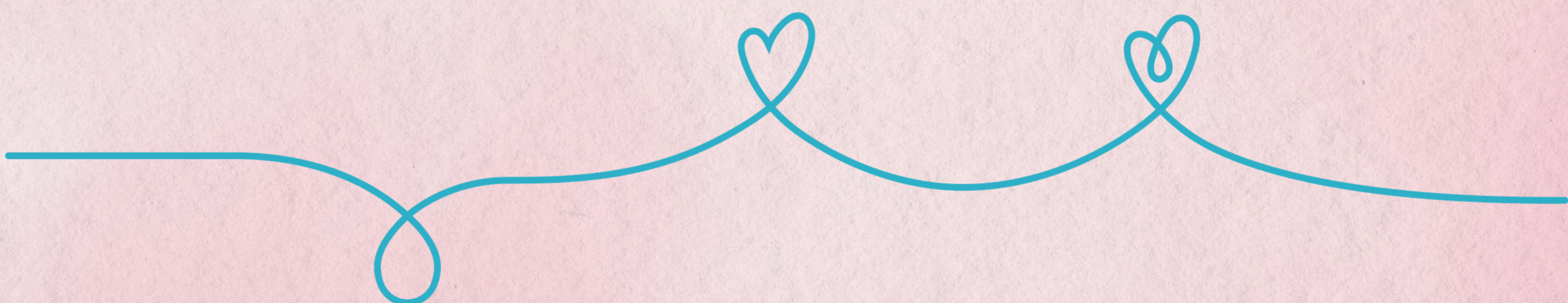
Families are offered 6 - 8 sessions of tailored support during the early weeks and months following their baby's death. This provides a safe, compassionate space to talk, make sense of what has happened and begin to navigate life after loss. As well as emotional support, the service offers practical guidance, including funeral planning, follow up hospital appointments and returning to work.

Working in partnership with NHS colleagues, we provide a seamless transition from hospital to home, ensuring families do not have to find support on their own. Early intervention enables us to recognise signs of complex grief, trauma or additional support needs at an early stage and respond appropriately, helping families access the right support at the right time.

Above all, Hospital to Home helps reduce the isolation and loneliness that so many bereaved parents experience. By surrounding families with compassionate, specialist support from the earliest days of their grief, we help them feel less alone, strengthen their emotional wellbeing and lay the foundations for healthier long-term bereavement outcomes.

With warm regards,

Heather Taylor



ABOUT OUR CHARITY:

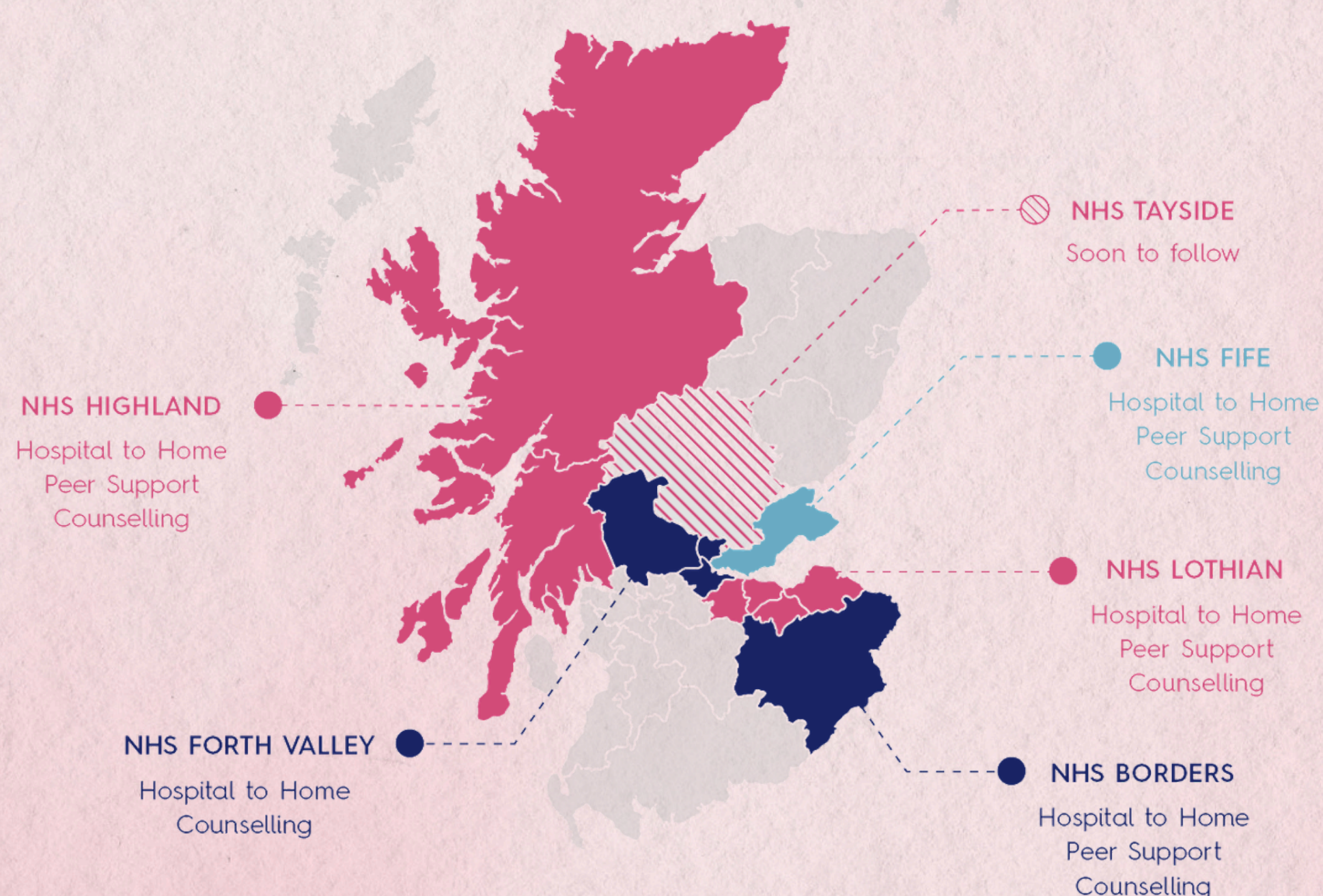
Held in our Hearts is a small but mighty and growing Scottish charity providing support to families after pregnancy, baby or infant loss. We have over 40 years' experience of offering compassionate bereavement care to individuals and families and working closely with a range of partners including the NHS, Scottish Government and the third sector.

Our values of empathy, connection and love underpin all that we do and guide us as we continue to grow and expand our services and reach.

In recent years, we have expanded our team and extended our geographical reach to bereaved families from Edinburgh and the Lothians to Fife, Forth Valley, the Highlands, Borders and now Tayside.

Our mission is to ensure no one in Scotland faces baby loss alone. Our work is rooted by our values of empathy, connection and love. If you share these values and believe in our mission, this could be a role where you make a meaningful difference every day.

Services offered within **NHS Areas** Scotland



ABOUT THE ROLE:

JOB SUMMARY

- Provide practical and emotional support to bereaved families in the community, in the early days and weeks following the loss of a baby including preterm, full term, neonatal loss and infant death, in conjunction with NHS colleagues
- Act as liaison between hospital based / community staff and families
- Create personalised plan of care for each family and support over a 6-8 session framework.



ESSENTIAL CRITERIA

- Lived experience of baby or child loss
- As this is a community-based role covering Tayside, applicants must live within the area. This ensures travel across the region is practical and sustainable
- Strong knowledge of bereavement support work including complex grief as well as an understanding of how past trauma and grief can impact on loss.
- Ability to understand the complex journey grieving parents undertake when they experience the death of a baby.
- Experience delivering support services.
- High level of self-awareness and demonstrated ability to practice self-care.
- Highly developed interpersonal skills appropriate to establishing and maintaining effective working relationships with healthcare professionals, staff, parents, volunteers, and the wider community.
- A skilled worker who is knowledgeable regarding current practice standards in support settings, with a commitment to continued professional development.
- Demonstrable ability to develop a positive local culture that aligns with organisational values, and which fosters accountability, innovation, and continuous improvement.
- Background in providing high quality customer service to both internal and external stakeholders with excellent written and verbal communication skills.
- Ability to manage your own workload and work on your own initiative.
- Hold a valid driving licence and have access to a car

DESIRABLE CRITERIA

- Knowledge and experience of working with trauma and PTSD/CPTSD
- An understanding of sudden death and the impact this has on families.
- Knowledge and experience of working within/in partnership with the NHS.
- Knowledge and experience of providing psychotherapeutic or counselling support



RESPONSIBILITIES

- Flexibility to work occasionally at weekends and evening, for which time off in lieu will be given.
- Provide cover for other Hospital to Home worker as needed.
- The post-holder will have access to confidential data on staff, families, and services within Held In Our Hearts. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.
- Held In Our Hearts is committed to Equal Opportunities for all present and potential members of staff. Therefore, we expect all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
- The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Held In Our Hearts, reporting any potential risks to life or property immediately in accordance with the charity's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.

- Keep records which facilitate communication within the charity and are compliant with all current GDPR regulations.
- Manage all requirements relating to data collection research and audit within the service, including statistics and records, communications to referrers and others involved in family care.
- Manage caseload of families to ensure treatment delivery remains accessible and convenient.
- Have good, self-sufficient office administration skills including the ability to use Microsoft Office and a CRM system.
- Be aware of and up to date with national guidance and standards relating to psychological care and baby and infant bereavement.
- Participate in regular supervision.
- Participate in service evaluation and research.
- Be a committed Team member across the organisation.
- Ensure best practice and standards according to the employer.
- Ensure that family confidentiality is protected at all times.
- Be aware of and keep up to date with advancement in baby loss bereavement care.
- Attend relevant conferences/workshops.

- Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.
- To undertake any other duties which reasonably fall within the scope of the role.
- This is an outline Job Description and may be subject to change, according to the needs of the service, in consultation with the post holder.

MORE INFO

OTHER STAFF BENEFITS:

- Immediate entry to the company's group life assurance benefit scheme of 4 x your basic annual salary.
- Death in service benefit
- Following 3 months' service you will (subject to eligibility) be entitled to opt into the company pension scheme. The company will pay a contribution of 3% of your salary. You may be required to make a personal contribution, as required under auto enrolment legislation, which will be deducted from salary.
- Full training, including Applied Suicide Intervention Skills Training
- Regular 1 to 1 supervision
- Regular Group Reflective Practice
- Public holidays not given, but extended holidays gifted over Christmas and New Year
- 35 days of annual leave pro rata



THE APPLICATION & INTERVIEW PROCESS

Application Process:

**To apply, please send your CV and Cover Letter to
our Head of Support Services -
heather@heldinourhearts.org.uk**

**Closing Date: Midnight on Monday 3rd August 2026
Interview Date: Thursday 13th August 2026**

Any Questions?

**Please contact our Head of Support Services -
heather@heldinourhearts.org.uk if you have any questions
about the role**

GDPR information

- If you apply for this role, we would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles.
- Here's a link to our privacy policy - <https://heldinourhearts.org.uk/privacy-policy/> In this policy, you will find information about our compliance with GDPR. You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data.
- You have the right to lodge a complaint about the way we handle your data, and you can contact us on info@heldinourhearts.org.uk or on 0131 622 6263 for more information or concerns.
- Alternatively, you can make contact with the Information Commissioner's Office (ICO), which is the independent regulatory authority who exist to uphold information rights in the UK. For more information, visit their website or call their helpline on 0303 123 1113.

