

Sands Application Information

Hospital Liaison Coordinator (Up to 1 Year Fixed Term Contract)

August 2026

About Sands

Sands exists to save babies' lives and ensure that anyone affected by pregnancy loss or baby death receives the support and care they need.

We provide bereavement support services both nationally through our Freephone helpline, online community and resources, as well as locally through a network of around 100 regional support groups based across the UK and run by trained befrienders.

Working in partnership with professionals, trusts and health boards, we offer a range of training programmes and bereavement care resources to ensure that every bereaved parent and family receives the best possible care wherever they are in the UK.

Additionally, we promote improvements in practice and support research to better understand the causes of deaths and save babies' lives.

Sands raises awareness of baby loss and works with government, key influencers and other stakeholders to make reducing the number of babies dying a priority nationally and locally.

Over the past 46 years, Sands has grown into a national charity with a powerful vision shared by dedicated volunteers, fundraisers, members, donors, healthcare professionals, partners, staff and bereaved parents and families.

Sands has grown its income by 40% since 2012 and, as part of our strategic plan, is focusing on how we can make the biggest different to the lives of bereaved families and save babies' lives. To find out more, visit www.sands.org.uk

Our vision at Sands is for a world where fewer babies die and anyone affected by the death of a baby receives the best care and support for as long as they need, wherever they live in the UK.

Join us and help create a world where fewer babies die.

Sands Staff Benefits

Annual Leave

Staff receive 28 days annual leave per annum pro rata, plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

Employee Assistance Services

As part of its commitment to employee wellbeing, Sands offers all Staff access to the Bupa employee Assistance service which offers free and confidential counselling and wellbeing support. Support is available on a range of issues including legal, financial, emotional, health, and work-related concerns.

Sand Cycle to Work Scheme

Sands has teamed up with Cycle Solutions to provide a Cycle to Work Scheme, which you can join to make considerable savings on the cost of a new bike and equipment.

Sands Pension Scheme

Subject to eligibility, you will be automatically enrolled into the Aviva Personal Pension scheme as soon as your employment commences. You can decide whether to remain in the scheme and/or make additional voluntary contributions if you wish.

Life Insurance

All Staff are covered by a Life Insurance Policy which pays 3 x annual salary to nominated beneficiaries. Staff also have access to Canada Life's WeCare wellbeing platform including 24/7 online GP, mental health counselling and financial and legal support. Additionally, Staff have access to Bereavement Counselling and a Probate Helpline.

Flexible Working

All Staff can apply for flexible working with effect from their first date of employment.

Maternity Pay

Staff on maternity leave are paid their full salary for the first 26 weeks of their period of leave.

Leave for the Death of a Baby or Pregnancy Loss

Any member of Staff affected by the death of baby or pregnancy loss will be granted leave paid at their normal salary, regardless of the type of loss.

Sands is a vibrant, growing charity!

With a clear strategy, Sands is repositioning as a learning, developing organisation which aims to achieve excellence through people and offers a collegiate, collaborative working environment – making it an especially exciting time to join the charity.

Sands is an inclusive and diversity-friendly employer. We are committed to promoting equality, valuing diversity and working inclusively. We welcome and encourage applications from people of all backgrounds and do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age or any other category protected by law.

About the role

Sands is the UK's leading pregnancy and baby loss charity. We work to save babies' lives and to ensure that anyone affected by pregnancy or baby loss receives the care and support they need.

We are looking for a compassionate, organised and collaborative Hospital Liaison Coordinator to support the delivery, embedding and sustainability of the National Bereavement Care Pathway in England.

This role will help strengthen Sands' hospital liaison work by building, supporting and developing our network of Hospital Liaison Volunteers. Hospital Liaison Volunteers provide an important link between Sands, NHS services and local communities, helping hospital staff understand and access Sands' support, training, resources and bereavement care guidance.

The postholder will work closely with volunteers, NHS staff and Sands colleagues to support high-quality, equitable bereavement care for bereaved parents and families. They will coordinate activity, monitor progress, gather feedback and insight, and help ensure learning from hospitals and volunteers informs continuous improvement across the NBCP England programme.

This is a role for someone who is highly organised, values-driven and confident working with people. You will bring experience of supporting volunteer networks, coordinating projects and building strong relationships with a range of stakeholders. You will also be able to communicate sensitively and clearly, work with feedback and evidence, and develop your understanding of bereavement care, maternity services and NHS systems.

To apply:

Please submit your CV, together with a supporting statement that demonstrates how you meet the criteria in the person specification to recruitment@sands.org.uk.

CVs and supporting statements should be sent as attachments to an email in either Word or PDF format. **The title of the attachments should be your first name, surname and either CV or supporting statement e.g. "NAME CV"**

Please also complete the Diversity and Equality Monitoring Form and send this with your application.

Closing date for applications: 14th August 2026

Interview Dates: TBC

As we have limited staff resources we are unable to provide candidates with feedback about their applications. **Interviews will be held online**

Please note, due to the large number of applications we receive each day we do not have the capacity to acknowledge all applicants. If your application is successful progressing into the next stage of recruitment you will be contacted directly.

Job Description

Job Title:	Hospital Liaison Coordinator
Responsible to:	NBCP England Manager
Location:	Home-based with travel to London and UK when required
Contract:	up to 1 Year Fixed Term Maternity Contract
Hours:	Full time, 35 hours per week, with occasional evening and weekend work
Salary:	£36,664 per annum, plus a £312 annual Home Worker Allowance

Key responsibilities

Support and develop the Hospital Liaison Volunteer network

1. Develop, support and strengthen Sands' network of Hospital Liaison Volunteers in England.
2. Ensure Hospital Liaison Volunteers feel valued, confident and equipped to carry out their role effectively.
3. Support the recruitment, induction, training and ongoing development of Hospital Liaison Volunteers.
4. Provide regular communication, guidance and support to volunteers, including opportunities to share learning, raise questions and identify emerging issues.
5. Work with colleagues to identify gaps in volunteer coverage and support plans to improve access to hospital liaison support across England.
6. Help volunteers understand Sands' bereavement care resources, training offer, NBCP England materials and wider support services.
7. Support safe, consistent and appropriate volunteer involvement within hospital settings, recognising the sensitivity of bereavement care and the importance of confidentiality and professional boundaries.

Support NBCP England implementation and hospital engagement

1. Support NHS Trusts, maternity, neonatal, gynaecology and bereavement teams to understand, implement, embed and sustain the National Bereavement Care Pathway standards.
2. Promote awareness and use of NBCP England resources, tools and guidance among hospital staff and volunteers.
3. Help hospitals identify opportunities to strengthen bereavement care provision and reduce variation in families' experiences.
4. Support activities that help Trusts understand progress against NBCP standards, including self-assessment, evidence gathering, reflection and improvement planning.
5. Work collaboratively with NHS staff, volunteers and Sands colleagues to support equitable, high-quality bereavement care for all families.

6. Contribute to the development and delivery of practical resources, communications and support offers that help hospitals engage with NBCP England.

Coordinate programme activity, monitoring and reporting

1. Coordinate key elements of the NBCP England hospital liaison workplan, ensuring activity is well organised, timely and aligned with programme priorities.
2. Manage multiple tasks and priorities, keeping clear records of activity, progress, risks and follow-up actions.
3. Support the monitoring of outputs, outcomes and impact, including volunteer engagement, hospital reach, Trust activity and use of NBCP resources.
4. Prepare updates, summaries and reports for Sands colleagues, programme leads and other relevant stakeholders.
5. Use project coordination tools and systems to support planning, delivery, monitoring and evaluation.
6. Contribute to measuring the difference made by hospital liaison activity and NBCP England support.

Gather, analyse and share feedback and insight

1. Gather feedback and insight from Hospital Liaison Volunteers, NHS staff, Sands colleagues and other stakeholders.
2. Identify themes, learning, gaps and examples of good practice from hospital liaison activity.
3. Share insight in a clear and accessible way to support continuous improvement across the NBCP England programme.
4. Use feedback to help inform future developments, resources, communications and support for hospitals and volunteers.
5. Contribute to a learning culture where volunteer and hospital insight is valued and used to improve bereavement care.

Communicate clearly and build strong relationships

1. Build and maintain positive, collaborative relationships with volunteers, NHS staff, Sands colleagues and external partners.
2. Communicate clearly and sensitively with a range of audiences, adapting style and approach as needed.
3. Facilitate discussions, meetings and learning opportunities with volunteers, colleagues and hospital staff.

4. Prepare written materials, reports, updates, newsletters or web content as required.
5. Represent Sands and the NBCP England programme professionally at meetings, events, workshops and conferences.

General responsibilities

1. Work collaboratively with colleagues across Sands, sharing intelligence and contributing to wider organisational priorities.
2. Maintain high standards of confidentiality, professionalism and sensitivity at all times.
3. Work in a way that reflects Sands' values and commitment to equity, inclusion and compassionate bereavement care.
4. Undertake occasional travel and occasional evening or weekend work as required.
5. Abide by Sands policies and procedures and complete mandatory training.
6. Undertake other tasks commensurate with the role as required by the NBCP England Manager, Head of Bereavement Care and Hospital Liaison, and Director of Research, Education and Policy.

Person specification

Essential

- Experience of building, supporting or coordinating volunteer networks, including helping volunteers feel valued, confident and equipped in their role.
- Strong project coordination skills, with the ability to manage multiple priorities, monitor progress and support delivery of agreed outcomes.
- Experience of gathering, recording, analysing and sharing feedback or insight to support learning, improvement or service development.
- Excellent interpersonal and relationship-building skills, with the ability to work collaboratively with volunteers, healthcare staff, colleagues and external stakeholders.
- Confident verbal and written communication skills, including the ability to share information clearly, facilitate discussions, write reports and communicate key messages to different audiences.
- Highly organised, with the ability to plan work, manage competing demands and follow through on agreed actions.
- Understanding of, or willingness to develop expertise in, bereavement care, maternity services, neonatal services and NHS systems.
- Empathetic, compassionate and values-driven, with the ability to work sensitively within a bereavement setting.
- Ability to maintain confidentiality and professional boundaries when working with sensitive information and bereaved families' experiences.
- Commitment to equity, inclusion and improving the experiences of bereaved parents and families.
- Ability to work occasional evenings and weekends and undertake occasional travel within the UK.

Desirable

- Experience of working with or alongside NHS maternity, neonatal, gynaecology or bereavement services.
- Experience of supporting hospital-based volunteers or volunteers working in sensitive settings.
- Experience of contributing to training, guidance, resources or support materials.

- Experience of using data, feedback or evaluation findings to demonstrate impact.
- Knowledge of the National Bereavement Care Pathway or bereavement care standards.
- Experience of working in a charity, healthcare, volunteering, community engagement or service improvement setting.