#

# **FAMILY SUPPORT WORKER**

# **JOB DESCRIPTION**

# **Position** Family Support Worker

# **Line Manager** Head of Services

**Hours** 21 hours per week, worked flexibly

**Place of work** Office based in Linlithgow with flexibility for some home working

**Salary** £23,510 pro-rata

**Length** 12 months

**Leave** 28 days pro-rata (plus time off for office closure between Christmas and

New Year)

**Pension** Employer’s contribution: 4%, employee’s contribution: 4%

**Role Overview**

Our team of Family Support Workers support and empower families of children and young people with eczema across the UK so they can overcome the practical and emotional challenges created by the condition. They build our families’ knowledge and confidence in managing their children’s eczema (or the young person with eczema’s skills directly) while breaking isolation and offering support.

The Family Support Worker will provide tailored support to families to meet their individual needs and contribute to the delivery of our range of general support activities and projects. Most of our support is provided to families remotely.

Our support services include a personalised welcome pack, tailored support via phone, email and video, face-to-face and online events, virtual children & young people’s clubs, school workshops & resources, a closed Facebook group and other specialist resources.

**Key responsibilities**

**Tailored Support**

* Understand the needs of each individual family in order to offer tailored advice, resources and support which will increase their self-management skills and confidence.
* Ensure families understand the variety of Eczema Outreach Support (EOS) services on offer while managing their expectations
* Communicate in a non-judgmental and supportive way during each interaction with our members

**Other support services**

* Identify opportunities to meet other families with eczema and encourage peer-support
* As part as the team, help organise and run our EOS events for families and deliver structured workshops for parents/carers and children. This will include occasional evening and weekend working and will involve unsupervised contact with children. As the postholder will be undertaking “regulated” work with children, a Protecting Vulnerable Groups (PVG) check is required
* Contribute to the delivery of our children’s virtual clubs’ activities
* Work with our National Outreach Co-ordinator to help deliver our programme of school workshops across the UK, occasionally delivering a workshop in a Scottish school yourself
* Take part in moderating our closed Facebook Group for parents and carers and our social media moderation rota during the week & weekends.
* Contribute to the review and development of EOS resources aimed at empowering families at home, school and in their community, which may include booklets, videos and online resources.

**Additional responsibilities**

* Work with our Communications Team to provide content for our social media activities, press releases and website, such as case studies and information for families
* Whenever required, contribute to our other strategic activities aimed at achieving a high-level impact, such as healthcare improvements, research and awareness raising of the condition
* Take on pieces of project work when opportunities arise (new services, internal improvements, etc.)
* Work in partnership with other professionals and agencies for individual cases, services or projects
* Contribute ideas about the development of EOS and its services
* Work closely with the rest of the team to provide a seamless and empowering service to our members
* Any other duties that may arise within the job.

**Practical considerations**

This role will require some occasional weekend and out of hours work.

**PERSON SPECIFICATIONS**

|  |  |  |
| --- | --- | --- |
| **Knowledge and Qualities** | Essential | Desirable |
| Commitment to improving the lives of families with eczema  | X |  |
| Personable and non-judgemental  | X |  |
| Flexible and proactive in approach | X |  |
| Commitment to upholding EOS’s aims and values | X |  |
| Understand the challenges created by chronic conditions, especially eczema | X |  |
| Knowledge of the needs of families from diverse backgrounds and a demonstrable commitment to delivering inclusive services | X |  |
| Able to apply EOS’s safeguarding and child protection procedures | X |  |
| **Experience and Qualifications** |  |  |
| Experience of providing support to parents/carers | X |  |
| Experience of working with children and young people  | X |  |
| Experience of working in the voluntary sector |  | X |
| Experience of using a Customer Relations Management system, in particular Salesforce |  | X |
| Training in safeguarding and child protection  |  | X |
| **Skills**  |  |  |
| Excellent organisational skills | X |  |
| Able to work effectively in collaboration with others and as part of a small team  | X |  |
| Skilled in listening to and understanding the needs of families and responding proactively  | X |  |
| Excellent ability to communicate with others, in person, on the phone and online | X |  |
| Good IT skills, particularly in using Microsoft packages and Zoom | X |  |

**How to apply**

**What you should send -** There is no application form. Please provide:

1. A CV, explaining what your experience is. We are also interested in people’s life experience when it is relevant to the post, such as hobbies and roles you do on a voluntary basis.

2. A covering letter demonstrating:

* how you meet the person specifications

AND

* why you would like to work with us

3. The names and contact details of 2 people who will give you a reference. They should know you in roles that are relevant for this post. We will not contact anyone for a reference until after the interview stage.

**Where to send your application**

The closing date for applications is **15th August 2021, midnight.**

You can send them by email (preferably) or by post:

* Email: **Recruitment@eos.org.uk**
* Post: EOS, Bryerton House, 129 High Street, Linlithgow, EH49 7EJ

**Interviews**

Interviews will take place on **Monday 23 August** at our offices in Linlithgow, West Lothian, subject to Covid-19 restrictions and individuals’ personal circumstances.

**More information about EOS**: www.eos.org.uk

**For an informal conversation about the post**, you can contact us by email in the first instance at Recruitment@eos.org.uk