



FAMILY SUPPORT WORKER

2-year post, 4 days a week

Funded by the National Lottery through the Big Lottery Fund

Deadline: Monday 13 February at 9am



This role focuses on supporting vulnerable children with eczema, young people and their families in Scotland to overcome the practical and emotional barriers created by the condition.

Over 4 days a week, you will aim to provide support circa 70 families across Scotland, including intensive support to 20 vulnerable children and families in the Central Belt. The project's objective is that our beneficiaries feel supported, become more confident/skilled and more included in their schools and communities. The post-holder will also help build new working relationships with other agencies and healthcare professionals.

Are you great at:

- Supporting children and families living in difficult circumstances or with disabilities
- Understanding families' needs and being able to empower people
- Building positive partnerships with a wide range of professionals and organisations
- Working on your own initiative as a part as a small team
- Contributing to a caring and supporting organisation's work and team

If so, then this new role in our dynamic team could be just what you are looking for. Apply by emailing or posting your CV and a covering letter explaining how you meet the person specifications and why you would like to work with us (details at the end of this pack). This post is a 2-year contract, funded by the National Lottery through The Big Lottery Fund.

Eczema Outreach Scotland is a Scottish registered charity (number SC042392)

JOB DESCRIPTION

Position	Family Support Worker
Line Manager	Head of Services
Terms	£18,311 p.a. for 28 hours per week (i.e. £22,889 FTE)
Based at	EOS Office, 129 High Street, Linlithgow, EH49 7EJ
Term	This is a 2-year post from 1 April 2017 to 31 March 2019 (start date can be negotiated). The continuation of employment will depend on funding.

Role Description:

The role focuses on supporting vulnerable children with eczema, young people and their families in Scotland to overcome the practical and emotional barriers created by the condition. The Family Support Worker will aim to support a minimum of 70 families per year to help them cope with the impact of eczema on their daily life, including 20 families in the Central Belt who will receive intensive support from the service.

The role requires working with families in a positive way to help build their confidence and make the condition more manageable by understanding their individual challenges and needs.

Key responsibilities:

Family Support

- To ensure families receive a positive welcome from EOS which may include a personalised welcome pack, baseline phone call and welcome email.
- To develop a dedicated and empowering package of support to respond to the needs of the family, working with them remotely or face to face. This may be as light touch as using the EOS toolkit to guide families over a series of phone conversations, or it may mean attending a series of meetings with healthcare providers or education to advocate for the family.
- To communicate with families in an empathetic and non-judgemental way.
- To ensure families understand the variety of EOS services they can access e.g. events, peer-support, resource toolkit, children's club, closed Facebook group and newsletters.
- To ensure families are aware of the wider benefits and services they can access as carers of children with moderate to severe eczema in Scotland.
- To be responsible for organising, contribute to and attend some EOS events. This will involve occasional weekend working.

Project Planning and Partnership Working

- To understand the requirements of the funding and the project outcomes.
- To develop a work plan to ensure key elements of the Family Support Worker post are planned and are contributing to the overall project outcomes.
- To identify ways to target vulnerable children, young people and their families across Scotland.

- To build new partnerships with professionals and agencies in education, health, social work and the voluntary sector.
- To work in partnership with the CEO and Head of Services to raise awareness of EOS and help reach target families.
- To work closely with the rest of the delivery team to provide a co-ordinated service.
- To manage a budget for the project where necessary.
- To record, monitor and produce regular updates on the progress of the project.
- To contribute to the evaluation of the project in regards to its outputs and outcomes.

Additional responsibilities

- To take a turn on the rota to monitor the EOS closed Facebook Group. This will involve occasional weekend working.
- To contribute fundraising ideas within the remit of the Family Support Worker role.
- To contribute ideas about the evolution of EOS and its services.

About Eczema Outreach Scotland

Vision

People with eczema flourish in a society where they can lead healthy and fulfilled lives.

Charitable purpose

To improve the quality of life of people affected by eczema, their families and their carers in Scotland.

Main aims

- **Support and empower families** through the provision of practical information, emotional care, networking and projects based activities.
- Increase the **confidence, self-esteem and self-management skills of children & young people** thus enhancing their long-term **health and well-being**.
- **Reduce stigma and improve understanding of eczema** by raising awareness of the condition in local communities.
- **Influence policy** to improve services for families of children with eczema.

PERSON SPECIFICATIONS

	Essential	Desirable
Knowledge and qualities	Pro-active “can-do” attitude	Knowledge of the voluntary sector
	Confident and can use own initiative as part as a small team	Understanding of the challenges created by chronic conditions, especially eczema
	Empathetic, non-judgemental and caring nature	Knowledge of child development and mental health issues in young people
	A commitment to equal opportunity and inclusion, knowledge of the needs of people from diverse backgrounds	
	Able to understand people’s needs and being proactive in meeting them	
	Understanding of the organisation’s aims and values and a commitment to deliver work in line with these.	
	Team player	
Skills and Experience	Experience of work with disadvantaged families and/or people from minority ethnic background	Working with people with disabilities and conditions
	Working with children or young people	Working with carers
	Building new and positive relationships with individuals and agencies	Working in the voluntary sector
	Excellent communication and IT skills	Managing a project budget
	Carrying out research, monitoring and writing reports	Training in child protection and data protection
Qualifications	Relevant qualification	

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 explaining 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 type of post. We will not contact anyone for a reference until after the interview stage.

Where to send applications

The closing date for applications is **Monday 13th February 9am.**

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

- Email: dorte@eczemaoutreachscotland.org.uk
- Post: EOS, Bryerton House, 129 High Street, Linlithgow, EH49 7EJ

Interviews

The formal interviews will be held on **Tuesday 21st of February.**

More information about EOS

www.eczemaoutreachscotland.org.uk

For an informal conversation about the post, you can contact us by email or by phone:

- Email: dorte@eczemaoutreachscotland.org.uk
- Phone: 01506 840 395

Our office is currently closed on Fridays.