



**Eczema
Outreach
Support**

Eczema Outreach Support

Recruitment pack

Young People's Worker

February 2025



About you

Do you have experience of supporting young people aged 13+ online or over the phone, who are facing challenges in their lives? Are you an excellent listener? Are you good at organising online events for young people and can you engage them in active participation? If yes, then this role could be for you. Especially if you want to be part of an organisation who works together with children and young people and makes a big difference to families impacted by eczema.

About Eczema Outreach Support

Eczema Outreach Support (EOS) is a UK-wide charity supporting children and young people with eczema and their families. Originally set up in Scotland in 2011, we now have over 4,000 member families living across the UK.

At EOS, we want every child with eczema to thrive. By providing direct practical advice and emotional support to whole families, we empower young people to take back control of their health and break isolation. We want every child and young person with eczema to know that they are not alone.

We deliver a range of activities including one-to-one support via phone and email, face-to-face events and online activities, such as our virtual High Five Club for kids aged 3-10 and tailored support for teenagers. We also work directly with schools to offer workshops for children and Continuing Professional Development training for staff, as well as creating and sharing informative social media content on eczema. We support families on a wider scale by inputting into eczema research, taking part in clinical networks and raising awareness of the impact of the condition on families' lives.

We are a small team making a big impact and we can only achieve this by valuing and supporting our people to deliver great work. Recognising the individual strengths of our team and being a flexible and supportive employer are key to our success.

What we offer

- Flexible working. This role can be worked either as hybrid (if location allows) or full-time remotely. The role will require some hours to be worked online in the evening, as well as some being worked during office hours. We are always keen to accommodate our employees' needs so hours can be spread in a way that works for you and the organisation
- 28 days of annual leave (pro-rata) plus the 4 festive public holidays and additional time off between Christmas and New Year
- 4% employer's pension contribution
- We prioritise our team's wellbeing very highly. We work on the basis that team members who feel valued and supported will deliver the best outcomes for our members. We will talk with you about what this means for you
- We are committed to becoming an organisation which reflects society and promotes equity, diversity and inclusion. We would particularly welcome applications from people who are currently under-represented on our team, including disabled people and those from Black, Asian and other minority ethnic groups.

For an informal chat about the role please contact Moira Clark, Head of Services on Moira@eos.org.uk

Job Specification for Young People's Worker

Hours	18 hours per week worked flexibly, 12-month contract (Maternity Cover)	
Line Manager	Head of Services	
Salary	£25,440 pa pro-rata	
Location	Hybrid between home and EOS office based in Linlithgow or based, depending on preference	fully home
Pension	Employer's contribution: 4%, employee's contribution: 4%	

Key Purpose of the Role

Whenever we refer to young people within this pack, we are referring to those aged 13+.

As part of the Eczema Outreach Support (EOS) Services Team, the Young People's Worker will work with our Family Workers and volunteers. Together they will support and empower young people with eczema, and their families, across the UK to overcome the widely underestimated practical and emotional challenges created by the condition.

The Young People's Worker will provide tailored support and deliver meaningful opportunities for young people and their families to build their knowledge, skills, confidence and resilience, to connect and share experiences. Most of our support is provided to families remotely and includes a personalised welcome pack of resources, tailored support via phone, email and video calls, face-to-face and online events, virtual children's clubs, school workshops and resources, a closed Facebook group and other specialist resources.

The Young People's Worker will also co-ordinate the work of our Youth Panel, a group of inspirational young people aged 16–25 with eczema. They aim to transform the experiences of young people with the condition across the UK and stop eczema being a barrier to them living the lives that they want.

Key responsibilities

Tailored Support

- Provide tailored one-to-one support to young people with eczema and their families via phone, email and video call, in a non-judgemental and inclusive way
- In collaboration with our Digital Comms Officer, create engaging social media content for young people with eczema whilst staying up to date with current digital trends and how to manage risk online
- As part of a team, organise and deliver both in-person and online EOS events, involving young people and their families. This will include evening and occasional weekend working and will involve unsupervised contact with children/young people. As the postholder will be undertaking "regulated" work with children/young people, a Protecting Vulnerable Groups (PVG) check is required
- Take part in moderating our closed Facebook group for parents and carers and our social media moderation rota during weekdays and 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.

Service Development & Improvement

- With prior experience in youth engagement, play a key role in collaborating with young people to design innovative services for young people with eczema
- Collaborate with young people with eczema, members of the staff team and other external organisations, as relevant, to improve existing services in line with EOS's strategic plans
- Engage effectively with our Advisory Group (people with eczema, carers and professionals) to share information about our service development and gather their input to establish concrete insights that will inform service development
- Contribute your ideas and share your experience to enable EOS to grow and develop to meet the evolving needs of families with eczema.

Youth Panel

- Co-ordinate and support the activities and individual members of the EOS Youth Panel, empowering them to engage, share their experiences and contribute to the development of initiatives across the eczema community in the UK
- Co-ordinate new Panel member recruitment and induction and identify ways to break down barriers to young people joining the Panel, to ensure our team represents the diversity of the eczema community
- Monitor and evaluate the impact of Youth Panel activities and work with Panel members to identify ways that the Panel can increase their reach and influence.

Other

- Collaborate with our Communications Team to provide content for our social media activities and website, such as case studies and advice for families, and agree comms plans for our support activities
- Undertake relevant safeguarding training and conscientiously follow EOS safeguarding policy and procedures, to ensure appropriate safeguarding standards for children and adults at risk are being met
- Work in partnership with other professionals and agencies for individual cases, services or projects and take part in opportunities to share families' experiences with professionals to increase understanding of life with eczema and the support that EOS provides
- Contribute to the organisation's approach of Fairness, Respect, Equality, Diversity, Inclusion and Engagement to fulfil EOS's goal of being a safe place of support for every child and young person with eczema and their families
- Engage with and support the CAFF (Communications, Administration, Finance and Fundraising) Team with the development and communication of fundraising opportunities within the organisation and the wider community

- Maintain accurate records of activities ensuring confidentiality and compliance with safeguarding procedures
- Any other duties that may reasonably arise within the job.

Practical considerations

The role will require some evening work to meet the support needs of our Youth Panel and other young people with eczema.

The role may require occasional travel to attend face-to-face meetings.

EOS recognises the importance of flexible working arrangements to support wellbeing, and you will agree a working pattern that works for both you and the organisation with the Head of Services.

Person specification

Knowledge and qualities	Essential	Desirable
Understanding of the needs of young people with eczema and their families		x
Confident decision maker	x	
Flexible in approach	x	
Approachable, personable and able to communicate effectively with young people	x	
Experience and qualifications		
Experience of providing direct support to young people aged 13+, either remotely or in person	x	
Can demonstrate previous experience of working together with young people to problem solve and find solutions	x	
Skills		
Ability to plan and manage own time and work independently	x	
Excellent communication skills online, in person and on the phone	x	
Experience of using Microsoft packages, including Teams		x
Experience of working effectively as part of a wider team	x	
Additional		
Willing to undertake a PVG (police check) and relevant safeguarding training	x	

How to apply

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

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

2. The names and contact details of two people who will give you a reference. If possible, these should be people who know you in a work or volunteering capacity. We will not contact anyone for a reference until after the interview stage.
3. Please let us know if there are any reasonable adjustments we can make to allow you to attend a potential interview.
4. To assist us with monitoring our recruitment processes, it would be helpful if you can complete our [equal opportunities form](#) (you can also access the form on the EOS [website](#) under about us/work for us/vacancies). You should submit this form directly on the platform, not by email. It will not be connected to your application in any way.

Where to send your application

The closing date for applications is **Sunday 2 March at 6pm**

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

- Email: recruitment@eos.org.uk
- Post: FAO M. Clark, Eczema Outreach Support, Tam Dalyell Partnership Centre, 93 High Street, Linlithgow, EH49 7EZ

Interviews will be held online via Zoom on **11 March**.

Eczema Outreach Support is committed to being an inclusive employer with a diverse workforce and we want to strengthen the diversity of our team. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences.