



Eczema Outreach Support Recruitment Pack

Youth Worker

October 2026

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Job Title	Youth Worker
Line Manager	Head of Services
Location	Hybrid between home and Guy's and St Thomas' NHS Foundation Trust (GSTT), London
Hours	21 hours per week (working pattern to be discussed at interview)
Salary	£30,000pa pro-rata
Contract type	Fixed term, 14 months (with potential for extension, funding dependent)
Pension	Employer's contribution: 4%, employee's contribution: 4%

About the role

Eczema is a non-contagious skin condition that causes skin to become dry, itchy and inflamed, and affects 1 in 5 children and 1 in 10 adults in the UK. For many, living with eczema means coping with intense itch, pain, sleep loss and the isolation of managing a visible, often misunderstood skin condition whilst navigating the many other challenges of life. The impact of chronic eczema on young people's physical and psychosocial wellbeing is profound, leading to potentially lifelong consequences and adverse outcomes. Providing the right support for young people at this critical time therefore offers the opportunity to change this.

Eczema Outreach Support (EOS) is looking for a compassionate and confident Youth Worker to lead an exciting new pilot supporting young people with eczema during one of the most challenging periods of their healthcare journey i.e. managing their condition through adolescence, and particularly the transition from paediatric to adult health care services. The Youth Worker will be primarily working with young people with severe disease, who are often profoundly impacted by their condition.

This is a unique opportunity to shape a new model of care and support and make a meaningful difference in the lives of young people living with a visible difference.

Based at home with regular travel to Guy's and St Thomas' NHS Foundation Trust in London, you'll be embedded within a supportive dermatology team and play a vital role in delivering non-clinical, youth-friendly support. You'll also work closely with Eczema Outreach Support's UK-wide team and youth volunteers to co-design engaging activities, peer support opportunities and content that empowers young people to manage their condition, connect with others, and feel heard.

This non-clinical role will be embedded into the dermatology team at GSTT. There will be clear process and guidelines on how the role sits within the GSTT and EOS teams, including the scope of the role and raising concerns around young people, including but not limited to: safeguarding, their health and mental health, condition and treatment specific concerns. You will be supported with regular safeguarding supervision sessions, and all policies and processes will follow GSTT and EOS guidelines and standards. There will be the opportunity for the Youth Worker to link up with other YWs based at GSTT within other departments, for peer support and to be a part of a larger YW team.

Your main duties and responsibilities

1. Direct Support for Young People

- Provide one-to-one support to young people aged 13–25 in person and remotely (via WhatsApp, phone, email, or video call)
- Use suitable and safe ways to communicate with the young people you support including digital platforms that have been agreed with your line manager and are in line with EOS policies and practice.
- Use youth-accessible, non-clinical approaches to help young people build confidence, develop self-management skills, build relationships and achieve their personal goals
- Support young people during the pivotal transition from paediatric to adult services- and wider life- ensuring this is a time of empowerment, growth and connection
- Co-create and co-deliver engaging peer support networks, self-management activities and social opportunities, tailored to the needs and interests of young people
- Work together with volunteers and the EOS Youth Panel to develop creative content and activities that meet young people where they are.

2. Relationship Building with Clinical and Support Teams

- Play a unique bridging role between young people and clinical teams, offering relatable, youth-friendly support
- Take part in support and supervision within the GSTT Dermatology Department by a named consultant clinician
- Work collaboratively with hospital staff across paediatric and adult services to ensure smooth, person-centred transitions
- Take part in relevant Multi-Disciplinary Team or transition meetings for the young people you support, where appropriate
- Liaise with and share your learning with external services including schools, colleges, social care, and other community organisations to ensure holistic, wraparound support, as appropriate
- Support young people through a youth work approach to advocate for themselves in care decision and transition planning.

3. Co-Planning and Collaboration

- Co-plan, deliver and evaluate our youth work support offer with colleagues, clinicians, partners, volunteers, families and most importantly, young people themselves
- Use a youth work and community development approach to put young people at the centre of decisions about their own journey and our evolving service offer
- Work closely with EOS's UK-wide team to ensure alignment with our organisational values and to contribute insights to wider service development.

4. Youth Voice and Peer Involvement

- Empower young people to shape peer-led activities, communications and digital content by working in partnership with EOS's Youth Panel and young patients accessing GSTT
- Support co-creation of social media content, resources and tools that reflect the diversity of young peoples lived experiences and needs.

5. Family and Carer Engagement

- Where appropriate, provide information and signposting to parents and carers to help them support their young person's growing independence and wellbeing
- Balance the involvement of families with respect for each young person's autonomy, ensuring they feel in control of their own support journey.

6. Evaluation and Learning

- Contribute to the monitoring and external evaluation of the pilot project by gathering feedback, insights and young people's stories
- Reflect on and share learning across EOS and with hospital partners to help shape future support models for young people with eczema across the UK.
- Take part in regular support and supervision with your EOS line manager, whilst maintaining clinical confidentiality within the NHS setting

7. Other

- Demonstrate EOS's values of being compassionate, united and brave across all areas of your work
- Actively contribute to the organisation's approach of Fairness, Respect, Equality, Diversity, Inclusion and Engagement to fulfil EOS's goal of being a place of support for every child and young person with eczema and their families.

Please note this job description cannot cover every task that might arise within the post and you may be expected to carry out other duties from time to time.

PERSON SPECIFICATION

Qualifications & Training	Essential	Desirable
Relevant qualification in Youth Work or equivalent professional experience	x	
Degree or professional qualification in Youth Work or a related discipline.		x
Understanding of or willingness to learn NHS systems and multidisciplinary team working.		x
Experience		
Experience of working directly with young people aged 13–25 on a one-to-one basis and in group settings.	x	
Experience supporting individuals with long-term health conditions, disabilities, or chronic illness.	x	
Experience of working independently, managing a caseload, and prioritising work effectively.	x	
Experience of working in a healthcare or hospital setting.		x
Experience supporting young people with dermatological conditions, visible difference, or skin conditions.		x
Knowledge and Understanding		
Understanding of the developmental, emotional, and social needs of young people and young adults.	x	
Awareness of the impact of long-term conditions such as severe eczema on mental health, self-esteem, education, relationships and daily life.	x	
Knowledge of safeguarding best practice and legislation and ability to apply this knowledge in practice.	x	
Understanding of equality, diversity, and inclusion, and the barriers faced by marginalised young people and a commitment to applying this knowledge within their role	x	
Knowledge of dermatology services and treatment pathways.		x
Understanding of adolescent and young adult health transitions.		x
Skills and Abilities		
Excellent communication skills, with the ability to build trusting relationships with young people and their parents/carers.	x	
Ability to communicate effectively with families, charity colleagues and clinical professionals.	x	
Strong listening skills and an empathetic, non-judgemental approach.	x	
Ability to work flexibly between home-based support and hospital-based work.	x	
Accurate record keeping and report writing skills.	x	
Ability to maintain professional boundaries within a supportive role.	x	
Ability to contribute to service evaluation and development.	x	

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

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 **Wednesday 21st October, at Midday.**

Please send it to: recruitment@eos.org.uk

The first interview will be held online on **Wednesday 4th November.**

The second interview, for selected candidates, will be held in-person at Guy's Hospital London on **Wednesday 11th November.**