



Hello and thank you for your interest in joining Eating Distress North East.

## About us

We are the only specialist eating distress charity in the North East and aim to be a centre of excellence for eating distress support. We are recovery focused and offer counselling, support, information, help and hope to anyone in the North East affected by eating distress.

This support is offered to people who are experiencing eating distress with or without a medical diagnosis.

### Our Mission

We exist because every individual affected by eating distress deserves specialist support, hope, and to know that recovery is possible.

### Our Vision

Our vision is to offer every individual impacted by eating distress in the North East hope, understanding and a route to recovery.

### Our Values

- **Safe:** so that people can be themselves
- **Enterprising:** we respond to change and learn from experience
- **Integrity:** because this work matters
- **Collaboration:** we achieve more together

## Our work

We are passionate about our work, knowing the difference that it can make in people's lives. Our work is flexible, responsive and person-centred. We work in a holistic way to improve mental health and wellbeing, helping people to understand their condition and its underlying causes, to begin to address difficult behaviours, develop other coping mechanisms and overcome isolation.

We aim to provide a safe, non-judgemental environment in which people can explore their use of food and underlying mental health problems which typically include anxiety, depression, low self-esteem, body image issues, powerlessness, attachment issues.

A core part of our mission is to educate and inform people about how to recognise and respond to eating distress.

## Eating disorders

Eating disorders are serious mental illnesses; we use the term eating distress (ED) to include all those who have a difficult relationship with food, exercise or their bodies, usually developed as a way of coping with difficult feelings. It is estimated that around 1.25 million people have an eating disorder.

We work with people with mild to moderate eating distress and have done for over 35 years.

## Job Description

<b>Job Title:</b>	Wellbeing Support Co-ordinator
<b>Reports to:</b>	Chief Executive
<b>Location:</b>	Hybrid: EDNE offices (Newcastle), outreach across the North East and remote working.
<b>Salary:</b>	£29,864
<b>Hours of work:</b>	28 hours per week
<b>Type:</b>	Permanent

### Main purpose of job:

- Working with the Chief Executive and relevant colleagues, to design, implement and manage a new service delivering befriending, non-therapeutic emotional and practical support to people aged 13 and above living with eating distress to improve their mental health and wellbeing.
- To recruit, coordinate and manage volunteers and paid employees delivering support.
- To hold a case load of people, working collaboratively with people to identify recovery goals and identify strategies to achieve them, acting as a recovery champion, promoting choice and self-determination.

### Key Tasks and Responsibilities

- To work with the CEO and alongside colleagues to set up a new service offering befriending and non-therapeutic emotional and practical support to individuals.
- To assess the needs and strengths of individuals with eating distress and help them identify individual goals to achieve desired change.
- To work in a person-centred, collaborative way with individuals, whilst always maintaining professional boundaries.
- To manage the activities of volunteers and paid staff delivering services
- To take responsibility for own caseload of individuals.
- To keep accurate records of individual engagement, evidence of change and celebrate progress.
- To provide, record and report appropriate data to evaluate effectiveness and ensure work can be accurately monitored and evaluated.
- To refer people to appropriate internal and external forms of support, to best meet their needs.

### General Duties

- Seek continuous improvement in the service through reflective practice, learning from participants feedback, and current developments in the field.
- Take responsibility for continuous professional development, through participation in supervision and appraisals, team meetings and training, as agreed with line manager.
- To recognise, respect and address the needs of service-users who face barriers when seeking help to access the advocacy service, including those from different ethnic and cultural backgrounds, LGBTQ+ communities, disabled people and other under-represented groups.
- Actively contribute to organisational planning and policy.
- Exemplify and promote the values and ethos of EDNE, demonstrated positively through the work.
- Maintain professional standards of practice, keeping up to date with relevant current issues.

- Work in accordance with EDNE's policies and procedures at all times.
- Be committed to the safeguarding of all children, young people and adults at risk and follow all organisational safeguarding policies and procedures.
- Maintain the confidentiality of sensitive personal and organisational information, in line with the organisations confidentiality policy and GDPR policy.
- Any other duties of a reasonable nature as directed by EDNE's management team.

**To be successful in this role you will have most of the following:**

**Experience**

- Relevant work experience and/or qualification in mental health distress / eating distress. Lived experience is welcomed alongside professional experience.
- Experience of managing services delivering mental health interventions in the charitable sector.
- Management of volunteers and/or staff.
- Providing a high-quality service focussed on developing people's social and practical skills and mental well-being.
- Working within professional boundaries when delivering one to one support to people in mental health distress.

**Knowledge**

- Excellent understanding of common issues regarding mental health and eating distress with a commitment to recovery outcomes.
- Developed knowledge of statutory and VCSE sector organisations and pathways to access a variety of practical and emotional support needs.
- Understanding of goal-based outcome measurements and how to implement in one-to-one work.

**Skills & Abilities**

- Empathetic and warm with an ability to develop authentic relationships whilst working within firm professional boundaries.
- Ability to engage in reflective practice and understand importance of your own self-care.
- Capable of working with autonomy, planning and prioritising your own workload.
- Excellent communication and interpersonal skills, written and verbal.
- Strong personal organisation and administration skills.
- Excellent digital skills with ability to use CRM systems and data outcome measurement tools.
- Strong team working skills and the ability to be flexible and responsive.

**Other**

- Demonstrable commitment to Equity, Diversity and Inclusion in service provision.
- Willingness and ability to travel across the North East
- Willingness and ability to work out of hours on occasion.

## Principle Terms and Conditions

Job Title	Wellbeing Support Co-ordinator
Reports to	Chief Executive
Salary	£29,864
Hours worked	28 hours per week
Salary	£29,579 pro rata
Contract	Permanent subject to funding
	Notice to terminate employment following probation is six weeks' notice (one week during the probationary period which for this role is 6 months).
Annual leave	Full-time entitlement is 28 days, increasing by one day per full year of service (up to a maximum of 30 days), including three closure days between Christmas and New Year and excluding Bank Holidays.
Pension	EDNE's pension provider is NEST and EDNE makes an employer contribution to this of 3% of salary, rising to 5% after 12 months, provided the staff member makes at least the minimum contribution as per auto-enrolment.
Other benefits	We are committed to the professional and personal development of our team and offer a generous package of support including training allowance, membership of employee assistance programme, and flexible working arrangements including volunteering leave.
Location	Hybrid

## Recruitment timetable

Closing date for applications: 5pm on 28<sup>th</sup> April.

Interviews will be held in person in Newcastle on 2<sup>nd</sup> May.