

HEAD OF SERVICES APPLICATION PACK

Charity Number SC042392



Please visit www.eos.org.uk for an overview of our support activities.

JOB DESCRIPTION

Position	Head of Services
Hours	28 hours a week
Line Manager	CEO
Salary	£30,500 pa pro-rata
Pension	4% employer contribution, 4% employee contribution
Holidays	28 days pro-rata + office closure 25 Dec -2 Jan
Based at	EOS office in Linlithgow; some hours can be worked from home
Contract	Permanent

Role Description

Eczema Outreach Support is a dynamic and hands-on charity supporting families struggling with the day-to-day challenges of having a child with eczema. Following our UK-wide expansion at the end of 2018, this role offers an exciting opportunity to lead our growing range of family support activities as well as oversee our new outreach programme of school workshops across the UK.

As the leader of our service team, you will line manage our established team of 3 Family Support Workers and our newly appointed National Outreach Co-ordinator and ensure their successful delivery of the following activities:

- The personalised family support given to each new family by our family support workers
- A programme of family events across the UK in partnership with healthcare professionals
- Our eczema related resources such as our welcome pack and school care plan
- Our moderated closed facebook group
- A series of webinars / online support group meetings
- Two children clubs' remote activities and face to face workshops

The role will also involve budgetary control of our direct activities' expenditure with the on-going support of our Head of Finances.

As a member of our Senior Management Team, you will contribute significantly to the strategic direction of the organisation and have the chance to explore new ideas.

Partnership work with the health and voluntary sectors are essential to our work. Alongside our CEO, you will create and nurture positive working relationships with healthcare professionals and individuals from other organisations.

Additionally to our family support and outreach activities, EOS has a wider agenda aimed at improving dermatology healthcare services, rolling out eczema support guidelines in schools and raising awareness of the condition at policy level and with the general public. The new Head of Services will have the opportunity to play an active role in meeting these ambitious goals.

The post holder will be someone who thrives in a busy and creative environment, grabbing opportunities to improve our services as they arise.

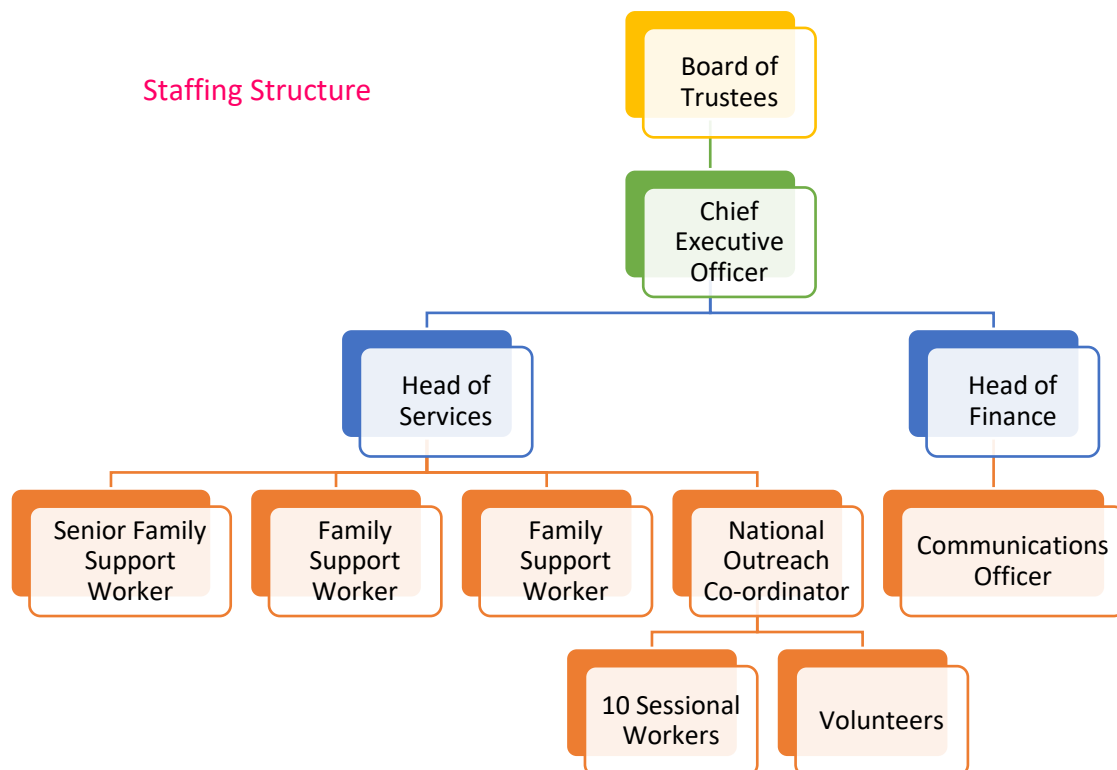
Key responsibilities

1. Responsible for the effective management of our day to day programme of support and outreach activities

- Our family support activities : direct support, events, resources, children's clubs, online community, use of technologies to deliver 1-1 and collective support
- The expansion of our outreach programme of school workshops across the UK
- The monitoring and evaluation of the impact of our services on our beneficiaries' lives

2. Line management responsibilities:

- To lead, support and supervise our delivery team of 3 part-time family support workers (established team) and 1 part-time National Outreach Co-ordinator (new post).
- To include the views and ideas of the team when solving problems and making improvements to our services or internal processes.



3. As a key member of our Senior Management Team, your responsibilities will be:

- Strategic input at the organisational level
- Project development
- Report on activities at our monthly SMT meeting
- Budgetary control of direct costs
- Child Protection Officer duties

4. Your outward facing roles:

- To develop and nurture partnerships with healthcare professionals and voluntary organisations
- To contribute to our wider impact strategic goals targeted at health, education and policy sectors
- To plan our monthly social media activities with our Communications Officer

PERSON SPECIFICATIONS

	Essential	Desirable
Knowledge and Qualities		
Demonstrated leadership skills	x	
Personable and of a friendly nature	x	
Ability to inspire and motivate others	x	
Ability to analyse complex problems and develop solutions	x	
Flexible, approaching new opportunities with an open mind	x	
Understands the challenges created by chronic conditions, especially eczema		x
Committed to equal opportunity and inclusion	x	
Understands and adheres to the organisation's aims and values	x	
Inclusive and bringing people with you (colleagues and partners)	x	
Experience / qualification		
Minimum 2 years of experience in a line management role	x	
Minimum 2 years of experience in a senior project management role	x	
Project management qualification		x
Experience of working with the health sector		x
Experience of working in the voluntary sector	x	
Experience of monitoring and evaluating services	x	
Experience of organising an running events with external partners		x
Experience/knowledge of the education system in the UK		x
Experience of using databases (CRM platforms) such as Salesforce		x
	x	
Skills		
Excellent communication and IT skills, inc. social media and Microsoft Office	x	
Excellent relationship building skills	x	
Excellent project management skills	x	
Excellent reporting skills, such as to funders	x	
Ability to monitor a budget and keep financial records	x	
New project development skills		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 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 **Sunday 8 March 2020, midnight**.

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

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

Interviews

The formal interviews will be held in Linlithgow in the **week commencing 16 March 2020**.

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

For an informal conversation about the post, you can contact us by email magali@eos.org.uk.

Eczema Outreach Support's Strategy 2020-2024



- **Our vision:** Families with eczema in the UK flourish in a society where they can lead healthy and fulfilled lives.
- **Our mission** is to improve our members' confidence to self-manage and cope with the condition, their access to personalised support and their sense of connection to peers while actively contributing to the improvement of statutory services for our families in the UK and raising awareness of the condition globally.



We offer direct support and empower families with eczema so they can cope better with the impact of the condition on their life.

1-1 support from a team of Family Support Workers

Tailored welcome pack for the whole family with specialist resources

School workshops and help with **school healthcare planning** for individual families



We encourage children and adolescents with eczema to engage in their own care and build confidence together.

High 5 Club for children aged 3 to 10 : fun eczema resources, competitions, pen-pal scheme and workshops at events

XY Club for adolescents aged 11 to 17 : eczema guides, teen app, Instagram group, outings and self-management events



We break the isolation of families with eczema through opportunities to meet, learn and support each other.

Learn & Share events for families and healthcare professionals to gain knowledge and meet others

Online meet-ups and webinars by theme and age group

Online community



Our wider impact: we improve UK statutory services and raise awareness of eczema globally (*overleaf*).

Healthcare : we encourage patient education, research and service improvements while sharing our families' experiences.

Education : we aim to roll out eczema support guidances accessible to all schools in the UK.

Awareness : campaigns targeted at policy makers and the public.



Our 3 Family Support outcomes - By accessing our services, children with eczema and their families in the UK are more:

1. **Confident** – Children of eczema and their families have increased their confidence in their self-management and coping skills.
2. **Supported** – Children with eczema and their families feel more supported in regards to dealing with the condition and its impact on life, including at school and with their healthcare providers.
3. **Connected** – Children with eczema and their families feel more connected with others by having access to a community of peers.

Our 10 Wider Impact goals - To enhance our Family Support outcomes, we work in partnership with other sectors and organisations nationally and globally to make a wider positive impact on services (healthcare, education and voluntary) and society:

