

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.

Why we're needed

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.

A report in 2025 by the All-Party Parliamentary Group on Eating Disorders shows a growing number of people affected by eating distress:

- 12% of all 17-19-year olds - and nearly 21% of young women - have an eating disorder, a 2023 mental-health survey suggests.
- Two to three million UK adults of all ages could be affected at some point in their lives - similar to the number of people with diabetes, other research suggests.
- Hospital admissions for eating disorders in England have steadily increased since 2000 and surged since the pandemic, with more than 31,000 admissions in 2023-24

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

Job Description

Job Title:	Intake and Assessment Worker
Location:	Mainly remote with some office working depending on working days
Salary:	£25,000 pro rata
Hours of work:	3 – 4 days per week (to be agreed)
Type:	Permanent subject to funding
To apply:	Submit a CV and covering letter by 9am on Monday 21 July 9am to enquiries@edne.org.uk

Main purpose of job:

- To provide compassionate and effective first-line support for individuals seeking help from Eating Distress North East.
- The post-holder will conduct triage calls and initial assessment appointments to determine the most appropriate internal or external service pathways.
- This is a non-case holding, assessment and referral post.

Key Tasks and Responsibilities

Referral triage calls

- To make triage calls to all new referrals to the service, checking referral information and eligibility, in a timely manner following referral.
- To capture the availability of new clients and introduce the organisation and what to expect.

Initial Assessments

- Conduct structured, empathetic online initial assessments for all new clients.
- Determine the most appropriate internal service (or onward referral where appropriate) based on risk criteria and client goals and needs.
- Document assessments accurately and maintain up-to-date records in line with data protection and confidentiality policies.

Onward Referrals

- Identify when external services are more appropriate and facilitate timely referrals.
- Liaise with GPs, NHS community eating disorder teams, mental health teams, and other voluntary sector services to ensure a joined-up approach.
- Maintain a directory of relevant referral partners and services.

Team and Service Support

- Participate in team meetings, supervision, and training.
- Contribute to service evaluation and development by sharing feedback and insights.
- Work collaboratively with other team members and support wider charity initiatives as needed.
- Supply regular reports and data as required for management information and reporting to funders and EDNE Board of Trustees.
- Seek continuous improvement in the service through reflective practice, learning from service user feedback and current developments in the field.
- Actively participate in clinical and management supervision and annual appraisals and work to agreed objectives.
- Actively contribute to planning and policy through away days etc.
- 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.

Person specification

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

Qualifications & Experience:

- Background in mental health (through counselling, psychological wellbeing practitioner, psychology, social work, mental health practitioner, or similar).
- Experience conducting assessments, intake/triage and/or support planning.
- Reasoning skills within a healthcare environment and the ability to assess and triage risk effectively.
- Excellent administrative, digital and organisational skills.

Key Skills and Knowledge:

- Exceptional interpersonal and communication skills, with the ability to build rapport quickly and assess need according to service criteria.
- Understanding of mental health distress and the emotional needs of people affected. An understanding of eating distress is an advantage, but full training will be given to the postholder.
- Able to adapt to neuro-affirmative ways of working.

- Understanding of statutory and VCSE sector landscape and knowledge of signposting/referring processes.
- Ability to manage sensitive information with confidentiality and professionalism.
- Confident using digital platforms (scheduling software, CRM systems, video conferencing tools).
- Ability to manage competing priorities and work independently.

For an informal conversation about the role please contact enquiries@edne.org.uk

Principle Terms and Conditions

Job Title	Intake and Assessment Worker
Hours worked	3 – 4 days per week
Salary	£25,000 pro rata
Contract	Permanent (subject to funding)
	Notice to terminate employment following probation is six weeks' notice (one week during the probationary period).
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.

Recruitment timetable

- Deadline for applications: Monday 21 July at 9am
- Interviews will be held on Tuesday 29th July at EDNE offices in Newcastle.

Please send CVs and covering letters outlining how you meet the person specification to enquiries@edne.org.uk by the deadline.