

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 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

<b>Job Title:</b>	Services Manager
<b>Reports to:</b>	Chief Executive Officer
<b>Responsible for:</b>	Counselling and therapy team Intake and Assessment Worker Psychotherapy and counselling placements
<b>Salary:</b>	£37,803
<b>Hours of work:</b>	30 or 37 hours per week

### Job Purpose

The Services Manager is a key leadership role, responsible for ensuring that EDNE's counselling and therapy services are high quality, safe, inclusive, and sustainable.

You will manage and support our therapeutic team, oversee day-to-day service delivery, and help shape the development of our services as we grow.

You will work closely with our Senior Counsellors who lead on case management of staff.

## Key Responsibilities

### Service Leadership & Development

- Lead and manage EDNE's counselling and therapy services, including rotas, referrals, assessments, allocation of client work, waiting list management, and outcomes data.
- Ensure services are safe, inclusive, and responsive to client needs, including complaints and feedback.
- Ensure services are delivered from appropriate environments, including sourcing and negotiating with outreach bases.
- Develop and adapt services in line with best practice, client feedback, and organisational strategy.
- Contribute to fundraising, commissioning, and contract bids to sustain and expand services.

## **People Management**

- Provide inspirational, supportive and effective leadership and management to staff, including line management, appraisal, and overseeing all HR procedures.
- Support the leadership development of those with supervisory responsibilities.
- Lead on recruitment, induction, and ongoing development of the team.
- Foster a supportive, collaborative, and reflective team culture.

## **Governance & Quality Assurance**

- Act as joint safeguarding lead for EDNE, ensuring best practice in safeguarding children and adults.
- Ensure accurate client records, outcomes monitoring, and service data collection, including leading on the implementation of data collection and impact measurement methods.
- Develop and maintain service policies, procedures, and quality standards.
- Maintain the confidentiality of sensitive personal and organisational information, in line with the organisations confidentiality policy and GDPR policy.
- Comply with and uphold all organisational policies and procedures and external codes of practice.

## **Partnership & External Relations**

- Develop and maintain excellent communication and effective relationships with all EDNE colleagues and external partners, funders and stakeholders, including the NHS, and relevant eating disorder services.
- Represent EDNE externally, promoting the role of our services in the wider health and wellbeing system.
- Deputise for the CEO where appropriate at, for example, network meetings, events, partnership gatherings.

## **Reporting & Accountability**

- Produce reports for the CEO, Trustees, funders, and other stakeholders.
- Support the CEO in evaluating services and identifying opportunities.
- Take an active role in reporting to and liaising with commissioners regarding service monitoring, new developments and any future contract negotiations.
- Contribute to developments involving areas such as impact measurement, bids and tenders

## **Professional Development**

- Lead and actively participate in supporting clinical supervision and line management, leading appraisals, team meetings and whole team events
- Continuously develop knowledge, learning, skill and practice and maintain any relevant professional registration /accreditation.
- Take responsibility for your own development and actively seek opportunities for learning.

## **To be successful in this role you will have all, or most of the following:**

### **Knowledge**

- Understanding of the issues faced by people with eating distress.
- Knowledge of counselling/psychotherapy and ethical frameworks (e.g. BACP/UKCP).
- Safeguarding legislation and best practice.
- Detailed understanding of monitoring, evaluation, and outcomes frameworks.

- Commitment to equality, diversity, and inclusion principles.
- Detailed understanding of voluntary sector and NHS landscapes.
- Excellent understanding of the importance of confidentiality, handling sensitive personal data and data protection.

## Skills

- Strong leadership and people management skills, including neuro-affirmative people skills.
- Strategic planning and service development.
- High-level organisational, communication and partnership-building skills.
- Ability to analyse data, write reports, and meet funder requirements.
- Ability to work flexibly and innovatively under pressure.
- A very high level of integrity and professionalism.
- Willingness to work flexibly and the ability to work some evenings.
- Resourceful, resilient, and highly motivated.
- Excellent digital skills.

## Experience

- At least two years' experience managing counselling/therapeutic services for children and adults (or similar) in a health, charity, or other community setting.
- At least two years' experience of managing staff, volunteers, and/or placements.
- Developing policies, procedures, and quality standards.
- Working with diverse and vulnerable client groups.
- Monitoring and evaluating services against targets.
- Partnership working, ideally with NHS or statutory services.
- Experience of undertaking clinical and risk assessments.

## Principle Terms and Conditions

Job Title	Services Manager
Hours worked	Part time (30 hours per week) or Full time (37 hours per week)
Salary	£37,803 pro rata
Contract	Permanent
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 and how to apply**

- Deadline for applications: **Monday 13<sup>th</sup> October, 9am**
- Interviews will be held on 21<sup>st</sup> October at EDNE offices in Newcastle.
- We are working with our recruitment partner, Jobs with Purpose, to recruit to this post.
- To apply, please email a detailed CV along with a supporting statement (the supporting statement should be no more than three sides) to David Robinson at [david@jobswithpurpose.co.uk](mailto:david@jobswithpurpose.co.uk)
- Your supporting statement should reflect what makes you a suitable candidate, how you meet the knowledge, skills and experience set out in the Job Description and any other supporting information relevant to the role.
- To arrange a confidential discussion about the role, email David with your availability or contact 07504 102302 (phone / WhatsApp)