

Job Description

Job Title:	Eating Recovery Facilitator
Salary:	Band 3
Reports to:	Eating Recovery Manager
DBS Check applicable:	Enhanced
Job Purpose:	To provide emotional and practical support which will enable service users to meet their emotional needs and achieve personal growth. They will facilitate group sessions, provide one to one focus work and be a positive face for Eating Recovery

Main Duties & Responsibilities:

Communication and Relationship Skills

- Establishing positive relationships, providing support and information to service users
- Conduct initial inductions with people using the service
- To work harmoniously at all times as a part of a small team
- Be motivational, positive and able to build rapport quickly with individuals who use the service
- Facilitate group sessions
- Provide emotional support at times of difficulty or stress
- Work closely with outside organisations in order to provide the right support for each individual
- Recognise Service Users to be experts by experience
- To help provide a caring, supportive and nurturing environment in which service users can feel secure and free from harm.

Knowledge Training Experience

- Demonstrate knowledge of Eating Disorder issues.
- Experience of facilitating support groups.
- Have knowledge and experience of supporting people with recovery from mental ill health
- Experience of working with vulnerable people.
- Able to work effectively and productively in a small team.
- To work positively in managing conflict in group settings
- Understanding of the importance of boundaries.
- Understanding of adult safeguarding

Planning and Organisational Skills

- Facilitate group sessions
- Managing a caseload of service users registered with the community.
- Ensure records of support provision are accurately maintained
- Work with service manager to plan group sessions, content to be co-produced with participants
- Support the Manager to produce reports and evaluations
- Facilitate Service Users in participating in the development and evaluation of the service

Emotional Effort

- To help provide a caring, supportive and nurturing environment in which service users can feel secure and free from harm.
- To help create a community atmosphere that instils a sense of ownership for the Community members.
- To provide emotional support at times of difficulty or stress.
- To maintain professional boundaries

Responsibilities for Human Resource Management

- To receive supervision and appraisal and undertake any relevant training as appropriate.

Responsibilities for Client Care

- Work positively with people experiencing Eating Disorders, understanding the issues that people experience.
- Planning and Facilitating support groups.
- Maintaining client records
- Managing new referrals to the service

Financial and physical resources

- Petty cash responsibility

Policy and Service Development

- To work within Suffolk Minds mission and values and all policies and procedures, including Safeguarding, Equality and Diversity, Participation, Quality and Health and Safety. Comply with relevant external standards and Quality Marks.

Information Resources

- Up-date and maintain client records on relevant database
- Support Team leader to manage referrals and assessments into service ensuring accurate contact records are maintained

Duties may vary from time to time and the post holder may be required to carry out other duties in consultation with the Service Manager, as they are consistent with the post.

Person Specification

JOB TITLE: Facilitator – Eating Recovery

DATE: July 2025

SALARY: Band 3

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
SKILLS & ABILITIES	- The ability to communicate clearly with a range of people both over the telephone and in person, sometimes over sensitive and/or complex issues - The ability to organise your own workload and use your own initiative. - Ability to work as part of a team. - Good planning & time management skills – responding to and prioritising a range of competing demands. - Excellent communication skills. - The ability to manage your own administration and to be able to use a computer, particularly word processing packages, and to maintain effective administrative systems. - Knowledge of adult safeguarding issues. - Ability to make good use of supervision	
KNOWLEDGE & EXPERIENCE	- Minimum of 2 years experience of working with people with mental health field. - Experience in working with people suffering mental distress. - Experience of facilitating support groups. - Experience of providing support in a 121 setting. - Knowledge of the range of local and national statutory and voluntary agencies with which individuals may come into contact.	2 Years experience of working with people with eating disorders - Therapeutic experience - Knowledge and experience of the voluntary or charity 'care' sector
QUALIFICATIONS	Educated to a good standard.	Qualification in mental health e.g. DipSW, RMN, NVQ3, Cert 3 or equivalent, HG diploma

ATTITUDES AND VALUES	• Good listening and people skills. • A commitment to service user involvement and empowerment. • A commitment to person centred support • Clear understanding of and commitment to equal opportunities. • Good personal motivation and ‘can-do’ attitude. • Commitment to working as part of a team. • Able to give feedback and support. • Willingness to travel occasionally and work outside normal office hours. • Commitment to personal and professional development.	
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