

Job Description and Person Specification

Job title	Community Support Worker
Project base	Worcestershire
Hours & salary	37.5 hours per week £23,918 - £28,312 per annum
Accountable to	Community Team Leader

About Emerging Futures CIC

Emerging Futures works with adults affected by drug and alcohol addiction, offering housing and community-based support.

We believe that no one should suffer the stigma associated with addiction, and that everyone seeking support should feel valued and respected.

We provide homes for people to connect with others and make the necessary changes to move towards independent, healthy living.

Our behaviour change services provide a confidential space to share experiences, and offer practical support to those who want to change.

The Emerging Futures accredited coach training develops the skills of our volunteers, motivating people to give back and reconnect with their community.

About the role

As a Community Support Worker, you will work across Worcestershire, delivering a mix of one-to-one psychosocial support and group interventions at our community venues. You'll meet people where they are in their recovery journey, providing support through drop-in services and recovery cafés, and helping them access resources to build their overall recovery capital.

You will also engage with local communities to strengthen support networks and promote positive alternatives to substance and alcohol misuse.

Working collaboratively with partner organisations, team leaders, clinicians, social enterprises, and education and training providers, you will help develop integrated recovery pathways that guide individuals from addiction toward wellbeing, purpose, and meaningful community involvement.

You will be required to work flexibly from different sites and be willing to work some evenings and weekends.

Principal duties and responsibilities

Supporting those around you

You will provide coaching, wellbeing support and training to volunteers to ensure they have the right skills and support to deliver services safely and efficiently, allowing them to grow in their role.

Service delivery & performance

Deliver a five-day coaching programme, ensuring consistent quality and accessibility for all participants.

Build professional and supportive relationships with individuals in recovery, using brief interventions to foster purposeful, sustained recovery as they transition from structured treatment into the community.

Facilitate targeted behaviour change programmes, tailored to specific needs and delivered in response to service requirements.

Provide dedicated support to the families and loved ones of individuals affected by addiction, offering guidance, information, and emotional support.

Proactively identify and map local community assets, initiating collaborative partnerships across Birmingham to expand recovery options and empower service users through informed personal choice.

Collaborate with other EF services, including Housing and Prison Link teams, to create and support meaningful volunteer opportunities that contribute to both personal development and community engagement.

Maintain accurate and comprehensive case records, using appropriate case management systems and data collection tools to support effective service delivery and evaluation.

Community engagement

You will help to raise the profile of EF, promote your service and share examples of best practice with wider audiences.

Develop and sustain strong relationships with local community groups, organisations, and businesses, fostering ongoing opportunities for meaningful activities that support service users during treatment, throughout abstinence programmes, and beyond community outreach.

Play an active role in the wider community, initiating and nurturing partnerships that enhance the visibility, credibility, and appeal of recovery as a positive and achievable lifestyle choice for all.

Health, safety, and risk management

You will support the service manager to implement risk and quality assurance procedures.

You will ensure the safety of all service users and maintain awareness of risks and changes in the working environment.

You will contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.

You will comply with and adhere to serious untoward incident, accident and safeguarding reporting in line with policy and procedures.

You will deal with issues and complaints raised by complying with EF's complaints processes.

Generic duties and responsibilities

Confidentiality

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do not use or disclose any confidential information obtained in accordance with data protection legislation.

Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

Privacy & dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

Health & safety

EF has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management

Professional development

Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

Essential	Desirable
Experience of supporting people to achieve behaviour change. Knowledge, experience or understanding of coaching models and mentorship. Experience of group work or training delivery. An understanding of the harmful effects associated with drug and alcohol misuse and offending in relation to health, social welfare, housing, employability and personal relationships. Experience of effective, purposeful and active partnership working. Experience of using data collection systems and Microsoft Office.	Coaching or counselling qualification. Specialist harm reduction experience, relating to drug and alcohol use, offending and housing. Experience of in/outreach work and community development.