

Job Description and Person Specification

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

About Emerging Futures CIC

Emerging Futures began in 2014, born from a belief that recovery is possible for everyone, and that those who have walked that path should lead the way forward.

From modest beginnings, Emerging Futures expanded across the UK, to a growing and diverse team of staff and volunteers, many with lived experience themselves. Offering support to people affected by homelessness and drug and alcohol use, Emerging Futures has helped thousands through housing, coaching and therapeutic programmes.

Using compassion and courage, Emerging Futures believes that recovery is not just a word, it's a promise that anything is possible. Together, we're working for a world where everyone has somewhere to live, something to do, and someone to love.

About the role

Emerging Futures works within the partnership of the River services across Liverpool. The role of Family Worker involves supporting family members and other loved ones who are affected by someone else's substance misuse to develop resilience and improve their health and emotional wellbeing.

You will deliver our Foundations of Family programme in partnership with a team of volunteer Family Coaches. You will also help family members to access a range of support services within the community to help them cope better and support their loved one through addiction.

You will also be expected to support the wider team with group work delivery, which may include THRIVE our abstinence-based program and holding a small caseload of Recovery Support Clients.

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 help with the recruitment, training and support of volunteer Family Coaches.

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

You will deliver the Foundations of Family programme as well as peer-to-peer support groups. You will provide coaching to help family members cope and build supportive relationships with the families of those in recovery.

This support may be delivered face-to-face or via a dedicated support phone line for families.

You will support the referral and assessment of people into the service and identify people who would benefit from the service.

You will encourage family members to assist in the development and delivery of services and identify potential volunteer recovery and family coaches.

You will ensure client records are efficiently, accurately, and professionally recorded and maintained in our data management systems, using appropriate language and terminology.

Community engagement

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

You will work with local communities, families, employers, training organisations, recovery communities, advocacy, mutual aid and other organisations to develop local recovery networks.

You will take an active role in the wider community and create opportunities for partnership working to make recovery visible, viable and an attractive option 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.

Skills and Experience

Essential	Desirable
<p>Experience of supporting individuals to initiate and sustain their own wellbeing in the community.</p> <p>Group work experience and ability to deliver training.</p> <p>Experience of family outreach work and community development.</p> <p>A good understanding of local support networks and family systems.</p> <p>Experience of working alongside individuals in a therapeutic environment.</p> <p>Experience of effective, purposeful and active partnership working.</p> <p>Being willing to undertake a flexible approach to your work to offer seamless support to our service users.</p>	<p>Professional registration (BACP, UKCP, BPS, FDAP).</p> <p>Experience of working alongside or within drug and alcohol treatment services.</p> <p>Experience of working with families impacted by addiction or trauma.</p> <p>Knowledge, experience or understanding of coaching models and mentorship.</p>