

Job Description and Person Specification

Job title	Community Support Worker
Project base	Liverpool
Hours & salary	37.5 hours per week £24,875 - £29,444 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

As a Community Support Worker, you will provide recovery support to people in our services. You'll work with people recovering from drug and alcohol issues, those facing homelessness, and/or those transitioning from structured treatment, rehab, or prison back into the community. The role also includes the delivery of group work to those in structured treatment and those involved in the Criminal Justice system.

You will work proactively with partner agencies and other specialist workers to support and encourage people to engage with treatment options and get involved in community activities that will support them to rebuild their lives free of crime and substance misuse.

You will also work closely with mutual aid groups, social enterprises, housing, education and training providers to identify a wide range of additional support and recovery options.

You will deliver 1-2-1 interventions and behaviour change groups and will support clients to attend appointments.

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 and performance

Providing 1-2-1 recovery support to people in our services to encourage a life free from addiction.

Identify local recovery opportunities, including mutual aid, to connect people with their peers and community.

Promote hope, recovery, and reintegration by working collaboratively with the team and community.

Support individuals with any concerns about joining community activities, using a person-centred, strengths-based approach.

Map local resources and build partnerships to offer diverse recovery options that empower personal choice.

Encourage and support attendance at mutual aid groups, offering guidance, peer support, and follow-up.

Community engagement

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

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

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

Support the Team Leader to implement risk and quality assurance procedures.

Ensure the safety of all service users and maintain awareness of risks and changes in the working environment.

Contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.

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

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 and 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 and 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
Experience of supporting people to achieve behaviour change. Experience of group work delivery. Working with those involved in the Criminal Justice System. 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.