



The Queen's Award
for Voluntary Service



PRIVATE AND CONFIDENTIAL



Dear Applicant,

RE: Application

Thank you for your interest in the position of **Family Support Worker at DrugFAM**

Please find enclosed:

- Job Description and Person Specification
- Application Form

When completing the application form, please ensure that you evidence the responsibilities and requirements outlined in the job description and person specification in as much detail as possible. Failure to do so may result in your application not being shortlisted.

Clearance for this role: Enhanced DBS.

Please return completed application form to **DrugFAM** Email: sarah@drugfam.co.uk

Closing date for all applications: Friday 29 September

All applicants will be treated in line with DrugFAM's Equality and Diversity Policy. Please note that if you do not hear anything back from us within 14 days of the closing date of the vacancy then your application has been unsuccessful.

If you have any further queries about completing the application form, please contact the Chief Executive Officer, as per the job advert.

We would like to take this opportunity to wish you all the best with your application and look forward to receiving your form in due course.

Yours sincerely

Sarah Bromfield
Chief Executive Officer



Job Description



Job Title:	Family Support Worker
Reports to:	Chief Executive Officer
Hours:	37.5 hours (to include some evenings, weekends and public holidays)
Salary:	Circa £23,000
Benefits:	25 days holiday, plus statutory bank holidays
Pension:	DrugFAM offers a pension contribution

Job Purpose:

We are looking for a passionate Family Support Worker to join our hardworking but friendly team. You will play a key role in providing emotional support to families, friends and partners affected by someone else's drug or alcohol misuse; including those bereaved by addiction. Our services include a busy helpline, support groups, annual 'bereaved by addiction' conference and our young people's bereavement project. We also work in prisons, schools and community settings.

The Family Support Worker will work flexibly to ensure a high quality helpline service; this will include weekend, evenings and public holidays on a rota basis. The role will also include the facilitation of evening support groups as required. This role requires a satisfactory enhanced children and vulnerable adults DBS clearance. The applicant must be able to drive a car and have access to a car for work purposes.

Main Accountabilities

1. To undertake skilled assessment of DrugFAM clients and provide targeted support as required.
2. To facilitate evening support groups and promote accordingly with local services
3. To provide telephone support to clients accessing the helpline; including some evening, weekend helpline duties (rota).
4. To develop risk assessments to decide and implement appropriate safeguarding action in line with DrugFAM's policies on safeguarding children and vulnerable adults. This will include appropriate follow up and referrals to external agencies.
5. To ensure the collection, collation, interpretation and distribution of accurate data so that helpline activities can be analysed and interpreted for the purposes of funding validation, statutory reporting and to provide the basis for further service improvement.
6. To promote and represent DrugFAM at relevant forums, external events and meetings, as agreed with the CEO and to attend and represent DrugFAM on internal and external groups in order to influence and support service innovation and development.
7. To work within DrugFAM's supervision policy in order to provide effective support to DrugFAM clients.



8. To provide guidance to external professionals who access the helpline in order to answer questions or signpost appropriately to alternative agencies/bodies.
9. To work within all DrugFAM policies and procedures, including its Safeguarding, Equality and Diversity Policy, Data Protection Policy and Health & Safety Policy.
10. To contribute to the organisation's overall objectives through active participation in team meetings, one-to-one discussions and other activities as required.

Nature and Scope of Role

The role of the Family Support Worker is at the forefront of DrugFAM's service delivery. DrugFAM's support is available 7 days a week including evenings, weekends and public holidays.

The Family Support Worker is often the first point of contact for clients and professionals and is responsible for delivering a high quality service of emotional support, practical advice and information both on the telephone and sometimes face to face.

He/she is accountable for contributing to the rota, and personally answering calls and carrying a case load.

The post is funded for 3 years by a Big Lottery grant and as such the job-holder will need to ensure service delivery and services are monitored, reviewed, evaluated and reported against objectives, targets and any agreed funding criteria.

In addition to the day-to-day operation of the helpline the job-holder will be expected to offer peer mentorship and as a member of the small DrugFAM employee team to work flexibly with other team members and the CEO to improve existing services and, if appropriate, build new ones.

Key Relationships

Internal

Helpline support workers, including volunteers and employees, CEO, Trustees, Data Manager and the administrative team

External

External agencies, including local authority, public health, drug and alcohol services, and other relevant local agencies and other DrugFAM supporters

The above description is not exclusive or exhaustive and the job holder will be required to undertake such duties as may reasonably be expected within the scope and level of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the charity.



Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • A good understanding of the impact of substance misuse on families or the demonstrable ability to learn this quickly • Team working experience • A good general level of education, with at least 2 years of relevant work experience • Experience of delivering first contact services 	<ul style="list-style-type: none"> • Demonstrable experience of working on a helpline as a volunteer or in a paid capacity • Experience of working within the education/health/social care/voluntary sector • Experience of providing advice, advocacy, information, support • Knowledge and experience of working with families and those affected by addiction in a range of statutory and non-statutory agencies • Up-to-date knowledge of child protection systems, best practice, research and legislation, or a willingness to undertake training • Experience of making risk assessments in relation to adults and children and providing appropriate intervention • Level 2 or 3 certificate qualification in a related area – health and social care, education, counselling or drug and alcohol field.
Knowledge and Skills	<ul style="list-style-type: none"> • Ability to work with minimal direction • Good listening, support and advice skills with the ability to assess the needs of callers • Knowledge of and skills in effectively monitoring calls, assessing work and improving the skills of others. • Experience in setting and 	<ul style="list-style-type: none"> • Understanding of the impact of addiction including bereavement on family, friends and partners • Good IT skills, including confidence and experience of using data based systems

	<p>maintaining professional boundaries</p> <ul style="list-style-type: none"> • Experience of managing self within a stressful and emotionally demanding environment • Organisational and planning skills • Excellent communication skills, written and oral, including accurate spelling and grammar • Good interpersonal skills • Valid driving licence and own car for work purposes 	
<p>Attitudes</p>	<ul style="list-style-type: none"> • Willingness to be flexible and travel to meet the needs of the service • Ability to work evenings and weekends on a rota basis (to include public holidays) • Ability to empathise with all callers, regardless of race, gender, age, religion, nationality, marital status, sexual orientation or disability • Ability to be open minded, non-judgemental and have a willingness to question your own attitudes • Innovative, creative, flexible, energetic and enthusiastic approach • Evidence of continual personal development and willingness to learn new skills. 	