

Family Support Worker – Job Description and Person Specification

Post Title	Family Support Worker
Hours	37.5hrs per week Mon – Fri, flexitime (Will include some evening and weekend working)
Annual Leave	28 days plus 8 days bank holiday (pro rata for part time roles)
Salary Band and Scale Point	Support Worker A
Location	Based in Wellingborough, but covering the whole of the county
Reports to	Partnership and Support Manager
Responsible for	N/A

Job Summary:

Family Support Link is a service in Northamptonshire, working with both adults and children, that provides free and confidential support to family members, carers and loved ones impacted by another’s substance use.

The Family Support Worker is responsible for managing a caseload of adult family members, providing client-led individual and group support to adults impacted by substance use, providing a safe and supportive environment for families to increase understanding, learn how to set boundaries, build coping strategies and connect with others in similar situations, whilst also providing onwards referrals and advocacy where needed with other professionals. They will also work with partner organisations and colleagues to develop and deliver facilitated whole family discussions where appropriate.

The Family Support Worker is responsible for ensuring accurate recording of case notes and undertaking regular assessments and outcomes with clients and families. They will ensure that the families play an active role in every step of this process and feel ownership over their involvement in the programme.

They will run awareness raising and training events for communities, professionals, statutory and third sector agencies.

The Family Support Worker will prioritise safeguarding by following our policy and procedures.

Key Responsibilities:

- To deliver 1:1 support to a caseload of adults impacted by substance use.
- Undertake outcomes and assessments with adults.

- Ensure safeguarding is a priority, raising concerns, attending safeguarding meetings and providing reports as requested.
- Develop, monitor, and run awareness sessions and training events across Northamptonshire for communities, professionals, statutory and third sector agencies.
- To act as a positive ambassador for Family Support Link, build and maintain strong working relationships with referral agencies and services, and attend community events as directed by the management team.
- Make referrals for adults to other services as required and advocate for them where needed.
- Develop a relationship with families based on respect and trust, ensuring they feel ownership of their involvement with Family Support Link.
- Plan, advertise and deliver wellbeing days for clients, monitor attendance and gain feedback to help shape future events.
- Ensure the voice of the clients is heard within Family Support Link, and communities and partner agencies involved in supporting families.
- Participate and develop multi-agency partnership working and networking.
- Develop, deliver and manage support groups to meet the needs of the client base.
- Work with partner organisations and colleagues to develop and deliver facilitated whole family discussions where appropriate.
- Maintain accurate, up to date records and provide regular reports and case studies as required by the management team.
- Provide helpline support where needed.
- Provide flexible support options for clients to meet their needs, taking into account their location and time and date preferences.
- Work closely with the staff team at Family Support Link.
- Participate in clinical supervision, training and personal development.
- Work within Family Support Link’s and other organisations’ (where appropriate) operational policies and procedures and manage risks appropriately, including lone working and on call.

You will be expected to carry out any other duties that may reasonably be required in line with your main duties.

This post is subject to a 6 month probationary period, enhanced DBS check & two satisfactory references.

Person Specification:

Attributes	Requirement	Essential	Desirable
Experience/understanding	Knowledge and experience of direct work with families	√	
	Knowledge and experience of direct work with adults	√	
	Experience of facilitating group work		√

	Knowledge of the roles and responsibilities of statutory and voluntary services and experiences of liaising with them.	√	
	Experience of multi-agency partnership working	√	
	Understanding of drug and alcohol use and the impact it can have on families	√	
	Understanding of safeguarding for children and vulnerable adults	√	
Skills/abilities	Excellent active listening, interpersonal and communication skills	√	
	The ability to work to tight deadlines and prioritise conflicting workloads	√	
	Excellent presentation skills and experience of delivering presentations to communities and professionals		√
	Competent in the use of IT, Zoom, Microsoft Office packages and databases	√	
	Able to maintain accurate data records in multiple systems within agreed time frames, with an appreciation of GDPR and data recording for safeguarding purposes.	√	
	Demonstrates dignity and respect for self and others at all times, with an approachable and friendly manner	√	
	Able to work effectively with partners, demonstrating drive and passion to understand and achieve joint goals and objectives	√	
	Is clear and explicit about professional and personal boundaries	√	
Additional factors	A good level of written and spoken English and numeracy skills, sufficient to meet the requirements of the role	√	
	Demonstrative commitment to equality of opportunity	√	
	Can work within Family Support Link's operational policies and procedures	√	
	Have full current driving licence/ business insurance and access to a vehicle for work	√	

	Be able to work flexible hours, which may include some evenings and weekends	√	
	Willingness to participate in training and development	√	
	Have a traceable work record	√	

Additional Information About the Post:

Some evening and weekend work may be required.

The post holder will be based at Our Head Office 60 Oxford St, Wellingborough NN8 4JJ but this is a county-wide role and the post holder will be expected to travel across the county to provide support and attend events, meetings and training. (Travel expenses will be paid in accordance with Family Support Link’s policy.)

The post holder will be required to attend regular team meetings and training at the Head Office.

We have adopted a hybrid working policy allowing for flexibility around home working, which needs to be agreed with the line manager on a week by week basis.