

JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE Family Intervention Worker

REPORTING TO: Team Leader

OBJECTIVES OF POST

The Family Intervention Worker (FIW) will provide direct intervention including the Community Reinforcement Approach and Family Training (CRAFT), Behavioural Couple Therapy (BCT) and Family Mediation (FM) to people accessing PROPS North East services for issues relating to their family members or friend's substance misuse issues.

This work contributes to the PROPS North East vision of working towards sustainable whole family recovery.

MAIN RESPONSIBILITIES

This post is specific to meet the needs of family members, carers, their wider families/support networks.

Delivery of robust evidence-based intervention will be supplemented with holistic support addressing health, social, financial, and legal implications that problematic consumption causes.

Duties are not exclusive and will be reviewed where necessary.

SERVICE PROVISION

The role will provide activities key to service delivery including but not limited to:

Duty working, whole family assessments and recovery planning, brief interventions, Community Reinforcement Approach and Family Training, Behavioural Couples Therapy, Family Mediation, groups and activities, digital engagement and interventions, advice and information and training and support for a wide range of stakeholders.

Additional requirements include:

- To support carers and their families to make sustained improvements in their health and wellbeing and attainment of sustainable whole family recovery.
- Adopt an assertive outreach approach to engage carers and families to gain support in their own right.
- To record all documentation and case-notes to a high standard and within the required timeframes.
- Raising of awareness within communities of the impact of substance misuse on families, and develop local responses including advice and information and effective referrals.
- Facilitate a culture of challenging negative behaviours and discrimination.
- Ensure that all family members and local stakeholders are aware of the range of services offered and promote these within the wider community.
- Provide a referral route to additional service provision as required.
- To work collaboratively and proactively with other members of staff and volunteers to ensure that services are fully coordinated and are working collectively towards PROPS North East's vision and positive outcomes for families.

- To attend/lead external client-related meetings where appropriate.
- Maintain an up to date knowledge of carer services, drug services and other relevant social/welfare organisations, and their referral criteria.

PERFORMANCE AND PERSONAL MANAGEMENT

- Be true to our internal values:
 - **Caring.** We are a compassionate organisation which cares about the lives of young people, adults and families who access our service. They are at the forefront of everything we do.
 - **Passionate.** We are passionate about supporting and educating young people, adults, and families that we work with to progress and achieve recovery for the whole family. We are enthusiastic about seeing our organisation grow to enable us to reach more people in the wider community.
 - **Forward Thinking.** Each member of our team brings something different to the table ensuring we offer the best possible support to develop new ideas and ways to improve our service. We work together to recognise where change is needed to respond quickly and effectively to maintain a smooth consistent service for all.
 - **Trustworthy.** We believe that everybody referred into our service should feel secure that we protect their information and respect their confidentiality unless there is a safeguarding risk. We reassure the people we work with that they can trust us to give the advice and guidance they need.
 - **Inclusive.** Our service is inclusive for all who wish to access it. We adapt our support for young people, adults, families, staff, and volunteers. This guarantees everybody receives the right support for their individual needs.
- To work flexibly to provide adequate cover for all aspects of the service.
- To work within, and contribute positively to, an appropriate culture of established values and expectations, embracing and implementing change.
- Work closely with other services to ensure effective care co-ordination via joint working (screening, triage, assessment and referral protocols in line with agreed multi-agency protocols, e.g. information sharing, confidentiality etc.)
- To be responsible for performance management at an individual level through self-management; delivery of goals and tasks set; delivery of contractual requirements, targets, and outcomes; and reporting progress.
- To actively engage in opportunities for learning and development at an individual and team level.
- Attend and receive and actively participate in regular supervision and the annual appraisal process.
- To comply with PROPS North East operational management systems of supervision, objectives, appraisal, and induction.
- Attend and contribute to team meetings. Communicate, liaise, and co-operate with different areas of project delivery.
- To work collaboratively, creatively, and flexibly, working to empower, challenge and achieve sustainable change for whole families affected by substance misuse.
- To develop competencies to effectively deliver a range of interventions, undertaking training matched to the role as required.
- To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes, and carer information, including identifying areas of non-engagement.

- To adhere to the implementation of risk management procedures (child and adult safeguarding protocols including Early Help) taking personal responsibility for keeping up to date on the requirements of these procedures.
- To contribute to the continuous improvement of quality and performance of recovery coordination interventions.

SERVICE DEVELOPMENT

- To take a lead in specific targeted projects as required.
- Support the development and implementation of monitoring, reporting, and other administrative systems as required.
- Keep up-to-date records in order to pass information to team leader and senior management.
- To form productive working relationships with external agencies and professionals, existing and new, to ensure carers and their families have access to a wide range of recovery and community resources.

To contribute to the sustainability of PROPS North East through the delivery of best practice and quality services and achieving targets and lasting outcomes for it.

GENERAL DUTIES

- To personify a positive, collaborative, and aspirational work ethic.
- To present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of PROPS North East.
- Ensure that all visitors to the service (including families/carers, service users, volunteers, professionals, and the general public) are welcomed in a responsive, helpful, and professional manner.
- To ensure carers, families and professionals' experience of PROPS North East is positive including by taking personal responsibility for answering ringing telephones and promptly dealing with inappropriate behaviour by staff, volunteers, or carers.
- To attend meetings at appointed times, maintain professional personnel and carer records and meet deadlines.
- To work flexibly across the whole service, including providing duty, late working and weekend cover as required.
- To proactively maintain professional knowledge and practice and attend, use and contribute to supervision and team meetings effectively.
- Raise drug and alcohol harm reduction and recovery awareness within the community, sharing your knowledge and experience by developing packages that train and educate community and other interested groups.
- To assess risk and safeguarding issues, undertake risk and need assessments when appropriate and report any potential risk and safeguarding issues to ensure staff, service users and children are protected.
- To work within professional boundaries maintaining safety and appropriate confidentiality at all times.
- To contribute to organisational initiatives as required.
- To demonstrate commitment to PROPS North East's Vision and Values, ensuring that they inform, and are embedded within, service delivery and practice.
- To ensure services and duties are delivered in compliance with the law and relevant national and local policies, standards, guidance, and quality standards.

- To read and comply with all PROPS North East policies and procedures, at the start of your employment and again whenever required.
- To work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work.
- To not disclose to anyone other than in the proper course of your employment or where required by law, any information of a confidential nature relating to PROPS North East, its business or customers. This duty will continue to apply after termination of your employment.

Guidance on standards expected can be found in PROPS North East Policies, Procedures and Service Delivery Operational Manual.

To carry out responsibilities with clear regard to PROPS North East Equality and Diversity, Health and Safety, and other relevant employee focused policies and procedures

EDUCATION AND TRAINING

Essential:

- Evidenced training in drug and alcohol misuse and treatment approaches.
- Evidenced Intervention Work or Family Support work Training.
- Full clean Driving Licence.

Desirable:

- Professional qualification in relation to Health and Social Care i.e. Social Work, Youth and Community, Community Development, Public Health, Counselling, Family Therapy.
- Evidenced qualification in training delivery.

Experience:

- Experience of Assessment and Support Planning including the use of the Early Help Assessment tool (EHA).
- At least 1 year’s recent experience of working within a substance misuse context.
- Experience of working directly with families who support individuals experiencing problems relating to substance misuse.
- Knowledge and understanding of the issues for carers, their family members and those who misuse substances.
- Experience of emotional support and structured intervention both one to one and within a family environment.
- Experience of developing and implementing and evaluating formal groups.
- Knowledge and experience of harm minimisation and brief intervention approaches to drug and alcohol misuse.

Knowledge and understanding of issues relating to equality and diversity issues and an understanding of how they integrate with service provision for drug and alcohol users and their families.

Conditions of Service

Salary: £23,450 (pro rata)

Hours of Work: 17.5 hours per week (excluding lunch breaks), normally worked over 2.5 days, Monday to Friday.

Annual Leave: 20 days per annum, plus 8 days Public Holidays, (pro rata).



Life Assurance: 3 x annual salary.

Pension Scheme

PROPS NE offers an employee pension scheme in-line with the government requirements for auto enrolment.