

JOB DESCRIPTION

JOB TITLE	Home-based Remote Support Worker
HOURS	15-20/week
SALARY	£30,000 pro rata, paid monthly in arrears
BASE	Home based/remote working
CONTRACT	Initially one year with expectation of renewal.

Main Purpose of the Post/Key result areas

Adfam is looking for skilled and experienced support workers to support adults affected by the substance use or gambling of a loved one, via our flagship 'Adfam@Home' remote support service. Support takes place primarily via Zoom and occasionally by phone, and is structured across 6 or more one to one weekly sessions per individual. We are looking for individuals to join our team and work 15-20 hours per week across at least 3-4 days including Wednesdays and two evenings (Mon-Wed) per week. The majority of hours worked will be client-facing one to one or group sessions, with remaining hours provided for admin, team meetings and line management.

Our work is specialist, and we are seeking those who ideally have experience of working with this client group. The work involves semi-therapeutic listening and emotional support as well as providing structured information, psychoeducation, guidance and signposting.

Clients represent a diversity of family members of those who use alcohol and drugs or gamble, including parents, partners, ex partners, adult children and siblings from all walks of life and cultural groups.

We have a large number of clients experiencing domestic abuse but who do not yet fully realise that the situation is abusive, and workers must be prepared to work sensitively and to have an understanding of codependency and enmeshed relationship dynamics.

We are also expanding the current service offer with an increased focus on parenting support where relevant. Therefore, experience of parenting or whole-family support and knowledge of child development would be preferred.

Key delivery areas:

Primary tasks

- To organise and deliver individualised support on a remote or virtual basis, usually via Zoom, to adults affected by someone else's substance use or gambling, including those who are parents and require parenting interventions.
- To deliver semi-structured group support online via Zoom, in partnership with a colleague and in line with Adfam's approach to group work.
- To make appropriate assessment of new referrals, to determine the suitability of the service and glean the required information before agreeing ongoing support.
- To keep complete, confidential, up-to-date records, in line with Adfam's policies and procedures, monitoring requirements and best practice.
- To work in accordance with safeguarding policies and procedures.
- To work in accordance with policies and procedures for safe and effective digital and remote work.
- To signpost or refer individuals to additional or different support as required, as agreed for specific pieces of work.

Secondary tasks

- To research additional support provision where required within a local area or project.

- To undertake training with Adfam to ensure up to date knowledge and skills.
- Possible occasional in-person meeting or training.
- To participate in supervision and line management, and regular team meetings (via Zoom)
- Any other duties, as appropriate and agreed.

PERSON SPECIFICATION

Experience and Knowledge: Essential

- Experience of working with vulnerable people affected by someone else's substance use and / or gambling, in a one-to-one capacity and/or in groups.
- Experience of assessing needs and providing support.
- Knowledge of drug and alcohol use and how it affects family and friends.
- Experience of providing support remotely and online
- Experience of providing skills sessions or psychoeducation to affected family members on topics such as boundaries, family dynamics, self-care, cycle of change, emotional health and wellbeing
- Knowledge and experience of Safeguarding; assessing risk, making referrals in consultation with management.
- Knowledge and experience supporting individuals experiencing domestic abuse, including specifically emotionally abusive, codependent and enmeshed relationship dynamics who do not yet recognise the abusive nature of the relationship, or are just on the verge of acknowledging this.
- An understanding of substance use treatment
- Happy to work independently.

Experience and Knowledge: Desirable

- Training in counselling skills
- Experience of group facilitation
- Experience of supporting parents in their parenting
- Understanding of residential and community detox and rehab processes
- Knowledge and experience of the mental health system
- Knowledge of how families are affected by gambling harm

Skills and abilities: Essential

- The ability to relate to people and to build relationships quickly.
- Skilled in supporting individuals to make incremental change in potentially emotionally intense or complex situations
- Able to manage own boundaries (emotional and practical)
- Able to work supportively and empathically with individuals, including 'reading between the lines' and engaging in gentle challenge where required, while remaining focused and boundaried about the work.
- Able to communicate clearly both verbally and in writing.
- Excellent listening skills and an understanding of the 'person-centred approach'.
- Well organised and able to manage own time and administration efficiently and prioritise effectively.
- Computer literate and competent in the use of Zoom, Word and Excel packages, and email.
- The ability to work flexibly and to meet deadlines.

- Able to work collaboratively and sympathetically with different partners.

Attitude: Essential

- Clear understanding and commitment to Adfam's values and principles.
- Hard-working, committed, conscientious and flexible.
- Positive, can-do attitude and constructive approach to problem-solving
- An interest in the drugs/alcohol and families sector.
- A commitment to reflective practice and open to feedback and learning.
- A working understanding of non-discriminatory practice.
- A self-starter, comfortable with working independently and at a distance from the rest of the Adfam team.
- A commitment to collective responsibility

Adfam is an entirely remote-working organisation and all staff meetings happen via Zoom.