

## Job Description: Family Support Worker (Bereavement)

- Reports to:** Operations & Services Manager  
**Hours:** Part Time (7 hours/one day per week) worked flexibly 9.00am to 9.00pm.  
**Location:** Working from home.  
**Benefits:** Pro rata 25 days' annual leave, statutory bank holidays and pension contribution.  
**Salary:** £25,000 per year pro rata.

### Role purpose

You will be responsible for delivering a range of services to provide support to people bereaved (and affected) by someone else's harmful use of alcohol, drugs or gambling.

Our service delivery takes place via several methods, including taking calls on our telephone Helpline, responding to emails through our email service and delivering the 5-Step Method intervention to individuals, couples and groups and facilitating group support via an online platform.

Working patterns are flexible to allow our services to run from 9am and 9pm 7 days a week. You may be expected to work on a rota basis, covering shifts during this period.

We would hope to be able to offer more hours per week in time when funding allows it.

You will need to be confident in your ability to provide support via a variety of remote and digital platforms, being able to respond to immediate requests for support. You will be an active and involved member of our team and contribute to all aspects of our work to help us achieve our strategic goals and work towards achieving our vision.

### Potential tasks to be fulfilled

- Provide telephone support to people calling the Helpline.
- Provide email support to people emailing [support@addictionfamilysupport.org.uk](mailto:support@addictionfamilysupport.org.uk).
- Undertake support reviews/assessments of client needs (using evidence-based outcome evaluated questionnaires).
- Pilot the 5-Step Method one to one intervention for bereaved.
- Deliver the 5-Step Method one to one intervention for affected:
  - Getting to know the person and the problem.
  - Providing relevant information.
  - Exploring and discussing coping behaviours.
  - Exploring and enhancing social support.
  - Exploring additional needs and referring/signposting.
- Facilitate video group support meetings.
- Input data/notes into client records on the charity's secure database.
- Support service monitoring and evaluation.
- Update and develop a list of external support for referral/signposting.
- Update and develop information materials and resources for clients.
- Mentor/buddy new staff and volunteers.
- Support the learning and development of new staff and volunteers.

## **Other responsibilities**

- Agree to an enhanced DBS check.
- Handle information in line with GDPR.
- Observe and adhere to all charity policies and procedures.
- Undertake training as required (e.g. 5-Step Method).
- Ensure your workspace is suitable for delivering confidential telephone and video support.
- Raise any safeguarding concerns with the charity's Designated Safeguarding Lead.
- Participate in AFS's appraisal and performance development scheme.
- Undertake supervision according to the charity's Supervision Policy.
- Carry out other reasonable tasks as required by your Line Manager and the CEO.

## **Experience, knowledge, skills and qualifications**

- Experience of working with bereaved clients (required).
- Experience of working with clients affected by someone else's harmful use of alcohol, drugs, gambling or similar experiences (required).
- Knowledge/awareness of the impact of addiction on families and other people (required).
- Knowledge of safeguarding.
- Reliable, proactive, flexible and solutions focused.
- Office administration skills.
- Good IT skills including use of Microsoft applications, email and databases.
- Counselling/therapy qualification and experience (desirable).
- Registered with a registering body BACP or UKCP (desirable).
- Health and social care or related qualification and experience (desirable).

## **Personal skills**

- Excellent listening and interpersonal skills.
- Excellent time management.
- Ability to work with minimal direction.
- Ability to communicate sensitively and effectively in spoken and written English.
- Ability to build and maintain good working relationships.
- Ability to prioritise and adapt to the wider and complex needs of clients.
- Ability to function well in an environment where addiction is regularly under discussion.
- Flexible approach to all aspects of the role.
- Ability to work independently and within a team.
- Highly organised with an ability to keep detailed and accurate records.

## **Personal attributes**

- Non-judgemental.
- Committed to supporting clients in difficult circumstances.
- Ability to stay calm under pressure.
- Proactive and showing initiative.
- Empathetic.
- Having an interest in supporting people who have been affected and bereaved by addiction.
- Willing to seek support when necessary and understanding the importance of selfcare and personal wellbeing.
- Willing to commit to AFS's mission, vision and values.
- Willing to commit to equality of opportunity and diversity.