

Role Description: Family Support Volunteer at Addiction Family Support

Addiction Family Support: Addiction Family Support is a UK-based charity dedicated to supporting adults affected or bereaved by a loved one's harmful use of alcohol, drugs, or gambling.

Role Overview: As a Family Support Volunteer at Addiction Family Support, you will play a key role in offering emotional and practical support to individuals impacted by a loved one's addiction. Whether through our helpline or support groups, you will provide a compassionate, non-judgmental listening ear, helping individuals navigate challenging circumstances. This is a flexible role that can be delivered remotely or in person, depending on the service you support. Family Support Volunteers work within a flexible rota system to accommodate their availability and commitments while ensuring ongoing support for those who need it most.

Responsibilities:

- Offer empathetic and non-judgmental emotional support to individuals impacted by a loved one's addiction.
- Provide relevant information, literature, and resources to help clients or group members cope with their situations.
- Facilitate or co-facilitate support group meetings, encouraging members to share experiences and offer support.
- Respond to inquiries and offer structured emotional support via the helpline or support groups, adhering to guidelines and safeguarding measures.
- Maintain accurate records in line with GDPR and the charity's policies.
- Participate in ongoing training, mentoring, and support sessions to enhance your skills and knowledge.
- Handle any potential safeguarding concerns and signpost clients to additional services when necessary.

Training and Development: All Family Support Volunteers undergo a comprehensive three half day training programme covering addiction, core counselling skills, the 5-Step Method, bereavement, safeguarding, and self-care. Ongoing supervision, mentoring, and further development opportunities are available to support volunteers in their roles.

Person Specification:

- Over 18 years old and completed relevant internal training and assessments.
- Strong communication, active listening, and interpersonal skills.
- Ability to work independently and as part of a team, with a commitment to the charity's mission and values.

- Organised, empathetic, and comfortable supporting clients affected by addiction and bereavement.
- Willingness to seek support when needed, with a strong understanding of self-care.
- Comfortable with IT systems for remote communication and client record-keeping.

Personal Attributes:

- Compassionate and highly empathetic.
- Dedicated to making a difference and supporting those affected by addiction.
- Committed to ongoing personal development and promoting equality and diversity.

Available to volunteer for at least one two-hour shift per week and attend one supervision meeting and one debrief session a month.

Join us as a Family Support Volunteer and help provide hope, guidance, and support to those affected by a loved one's addiction. Together, we can make a difference.

[Click here](#) to learn more and enquire.