

The Forward Trust Job Description

Position Title	Family Support Practitioner (Prison)	Reports to	Family Support Manager
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Introducing Forward Trust

We are The Forward Trust, the social enterprise that empowers people to break the cycle of crime or addiction to move forward with their lives. For more than 30 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

A whole family approach to treatment, recovery and rehabilitation is widely evidenced to improve outcomes for the people we work with. At the Forward Trust we define family as a group of 2 or more individuals whose relationship plays a significant role in their lives. We recognise the value and complexity of family and understand the potential positive and negative impact of relationships. We believe how a family is defined is up to the individuals within that system and that we all hold our own unique version of what family looks like.

Our family work aims to strengthen relationships and interpersonal connections, so every person feels safe, supported and valued by the people they surround themselves with.

Role/Team Overview

Part of the Family Support and Specialist Programmes department, the Family Support Practitioner role will work in both their allocated prison and local community, providing specialist support to clients and family members through the delivery of effective 1:1 and group interventions. The role is also required to work closely with other Forward staff and external partners to ensure a holistic package of care and support is provided.

Recognising the importance of relationships in the lives of the people we support is crucial to providing the best possible treatment and services. This role will focus specifically on supporting clients to recognise healthy and unhealthy relationships, build new relationships and understand the role relationships play in their addiction, offending, mental health and other areas of need.

The Family Support Practitioner will also directly support family members and affected others, helping them to improve their health and wellbeing and help them to support clients to make positive changes. **This role may be expected to work directly with children and young people, to promote whole family recovery and rehabilitation.**

Accountabilities

Service Delivery

- To provide both face to face and online 1:1 support to clients and their family members/affected others.
- To provide support in the prison and in the local community as agreed with your line manager.
- To provide telephone and online support to families/affected others who live outside of the local area.
- To effectively carry out the needs and risk assessments for clients and families.
- To effectively plan and create collaborative support plans for clients, working alongside with other staff members as needed.
- To carry out 1:1 support sessions with clients, focusing specifically on areas connected to family and relationships.
- To lead on the facilitation of relevant group interventions as required e.g. Relationships Matter Programme, parenting programmes, M-PACT.
- To facilitate family meetings between the client and their family members/affected others as appropriate.
- To facilitate and support family visits as appropriate.
- To signpost clients and family members to other appropriate support services as identified through the needs and risk assessment and support planning processes.

Partnership Working

- Work closely with the substance misuse directorate to deliver high quality support to clients and family members/affected others.
- To work closely with other Forward staff, communicating regularly and effectively to ensure clients and family members/affected others received a holistic package of care and support.
- Provide specialist advice and support to staff as requested and agreed with your line manager.
- Actively network with external organisations, developing close referral and signposting relationships with specialist services, to enhance the package of care and support for the people we work with.
- Attend events as required to raise the profile of the organisation and highlight the family work we do.

Outcome Monitoring, Evaluation and Continuous Improvement

Support the organisation to evidence and continuously improve the effectiveness of its family related work through:

- The accurate reporting of client and programme outcomes on the organisation's case and client management systems e.g. Nebula.
- Providing reports on all aspects of service delivery as required.

- Attending regular operational and departmental meetings as required.
- Engage with and support family work audits carried out by the Family Work Manager.
- Support the department to develop new interventions/programmes.
- Proactively gather feedback from the people who use our services and use that feedback to continuously improve programmes and interventions.
- Participate in coproduction and consultation events as required.
- Meet targets as agreed with your line manager and actively participate in performance reviews.

Safeguarding

- To follow the organisation's safeguarding policies and procedures at all times.
- To attend safeguarding and other relevant training and keep safeguarding knowledge up to date.
- To identify, record and report any adult or child/young person safeguarding concerns in a timely and robust manner.
- To liaise with management to determine an appropriate course of action as soon as any adult or child/young person safeguarding concerns are raised or suspected.
- To work with external bodies as required to support the safety of any adult or child/young person.

Health and Safety

- Abide by Forward's policies and procedures and encourage others to do the same.
- Work with the highest regard to health, safety and security in the workplace.
- Ensure the department effectively and efficiently collect, record and collate information, including statistical data, for audit, research and reporting purposes.
- Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.
- Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
- When loneworking, ensure systems are used appropriately to maintain personal safety and the safety of others.
- Report any issues or concerns to your line manager at the earliest opportunity.
- Not engage in any activity which could put yourself or others at risk.

Administration and general

- Keep accurate, factual and up to date records at all times
- Work autonomously and meet deadlines set.
- Complete mandatory training as required.
- Attend 1:1s, team and other meetings as required.
- Continuously improve knowledge, skills and understanding through in engagement with continuing professional development (CPD) opportunities.

- Undertake all internal training offered by the department.
- Maintain professional boundaries at all times.
- Maintain confidentiality in line with organisational policies and procedures at all times.

Systems and Policy

- Work towards Forward's mission and values within current policies and good practice.
- Adhere to organisational policies and procedures at all times.
- Use IT programmes and all Forward systems effectively and proficiently and in line with organisation's policies.

Other

- Travel within the local area.
- Take on other reasonable tasks and responsibilities as deemed appropriate by Line Manager

Benefits of Working for The Forward Trust

- Training and development opportunities
- Flexible working
- Simply Health Cashback Scheme (Optional)
- Season Ticket Loan Scheme
- Cycle to work scheme
- Crisis Loan Scheme
- Electric Car Scheme
- 3 x Wellbeing Days (pro rata'd for part time employees)
- Access to Blue Light Card
- 25 days (rising to 30 with length of service) Annual Leave plus Bank Holidays
- Contributory Pension Scheme – Employer matched contributions of up to 6% in the first two years' service and up to 9% thereafter
- Death in Service Payment (2x annual salary)
- Critical Illness Insurance (subject to qualifying criteria)

Person Specification – Family Support Practitioner

Role Criteria

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

Criteria Requirement	
E	Essential Criteria
D	Desirable Criteria
Criteria Measure	
A	Application
I	Interview
T	Test

Knowledge, Skills and Experience		
Experience of providing family related support to clients with a history of addiction, offending and mental health problems.	E	A/I
Experience of providing support directly to family members/affected others.	E	A/I
Experience of working with complex families and facilitating family meetings.	E	A/I
Experience of delivering group interventions/facilitating group work with clients.	E	A/I
A flexible and adaptable approach to meet the needs of the service as it develops.	E	A/I
A positive problem-solving approach with the ability to focus on key issues quickly and clearly.	E	A/I
Excellent communication skills.	E	A/I
Previous experience of supporting and implementing service improvements.	D	A/I
The ability to engage effectively with the client group.	E	A/I
Understanding of the voluntary sector.	E	A/I
Understanding of and sensitivity to diversity, equality and inclusion.	E	A/I
A good understanding of adult and child/YP safeguarding responsibilities.	E	A/I
An understanding of a range of treatment and rehabilitative approaches in the field of substance misuse/addiction, offending and mental health.	D	A
Knowledge of the use of database monitoring systems	D	A/I
Experience of collecting and recording information, including statistical data, for audit, research and reporting purposes	D	A/I

Personal Attributes		
Proactivity – Quick thinking with a high level use of initiative	E	I
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	I
Adaptability – Can work in fast-paced changing environments	E	I
Confidence – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	I
Team Work – Works in harmony with colleagues to deliver results	E	A/I
Open to Feedback - Open to constructive feedback in order to further develop	E	I

Qualification		
Possession of an accredited level 3 qualification in family work, or other related subject area or be willing to work towards this.	E	A
Possession of an accredited level 4 qualification or above in family work, family counselling/therapy or other related subject area.	D	A