



The Forward Trust Job Description

Position Title	Treatment Lead	Reports to	Regional Manager
Location: Clouds House			

Introducing Clouds House and Forward Trust

The Forward Trust is a national charity and social enterprise with over 35 years' experience delivering services across the UK in prisons, communities and residential settings. The organisation supports individuals affected by addiction, involvement in the criminal justice system, homelessness and long-term unemployment, combining structured interventions with practical support to enable long-term recovery and independence.

Clouds House is one of the UK's longest-established residential addiction treatment centres and forms part of The Forward Trust. For over 42 years, Clouds House has delivered structured, abstinence-based, 12-Step-informed residential treatment within a therapeutic residential setting. The environment plays a central role in supporting recovery, providing stability, structure and safety for clients during their treatment journey.

One Team Culture

The Forward Trust Residential Services operate within a fully integrated One Team model, where every department works collaboratively to achieve the shared goal of delivering safe, effective, and person-centred recovery outcomes. Regardless of role or professional discipline, all staff contribute to the overall therapeutic environment and are expected to work in partnership, communicate openly, and support colleagues across functions to ensure continuity of care and operational excellence.

Through the One Team culture, Residential Services and Clouds House, fosters shared accountability, continuous learning, and collaborative problem-solving, ensuring that every interaction, decision, and action contributes positively to the overall recovery journey and to The Forward Trust's organisational mission.

Role and Team Overview

The Treatment Team delivers the intensive residential treatment programme to all clients admitted to Clouds House. The Treatment Lead is the senior therapeutic leader within the residential programme and holds responsibility for the Treatment Programme to be carried out within the regulatory, and governance structures and requirements, including NICE guidance, CQC regulation and according to the Treatment Manual. Reporting to the Regional Manager, the post-holder ensures treatment delivery remains structured, measurable and relationally robust.

This role requires strong therapeutic expertise within residential addiction treatment, alongside the ability to work within, support and contain a multidisciplinary team. The Treatment Lead is accountable for maintaining the integrity, safety and quality of the residential treatment programme in line with the Clouds House interpersonal model.

The post-holder ensures client engagement, retention and positive treatment outcomes are actively promoted; safeguarding responsibilities are consistently upheld; and governance systems are embedded in everyday practice.

The service must remain compliant, transparent and inspection-ready at all times.

Principle Accountabilities

Key Responsibilities

- Support the Treatment Team to deliver all elements of the residential treatment programme.
- Complete comprehensive assessments, risk management plans and treatment planning.
- Assist clients with safe self-administration of medication using the electronic medication administration platform.
- Oversee high-quality, analytical and contemporaneous client records.
- Chair reviews, meetings and case discussions.
- Liaise with external professionals and represent the service appropriately.
- Manage compliments, concerns and complaints in line with governance processes.
- Monitor safeguarding referrals and ensure timely escalation.
- Ensure dynamic risk management plans are in place and regularly audited.
- Participate in and lead reflective incident reviews.
- Communicate clearly with the Regional Manager regarding risk, performance and service standards.

Specific Requirements

- Provide therapeutic and operational leadership to the Treatment Team, setting clear expectations for clinical standards, safeguarding, governance and professional conduct.
- Ensure the treatment programme is delivered consistently in line with the Clouds House model, 12 Step informed principles and trauma-informed practice.
- Maintain full compliance with health and safety legislation and statutory requirements, ensuring departmental adherence to all relevant legal, regulatory and ethical responsibilities.
- Ensure direct oversight of fire safety arrangements, medication management systems (including the safe use of eMAR platforms to support client self-administration), and the maintenance of accurate, contemporaneous and inspection-ready documentation at all times.
- Lead and model robust safeguarding practice, ensuring compliance with safeguarding and Prevent agendas, and actively uphold Equality, Diversity and Inclusion principles across all therapeutic practice.
- Lead infection prevention and control systems within the therapeutic domain, ensuring standards are embedded and consistently maintained to the highest level.
- Ensure safe systems of work are implemented across the treatment environment, promoting Health & Safety at Work for staff, volunteers and clients.
- Oversee and monitor appropriate budgetary accountability within the treatment function, contributing to financial oversight and sustainable service delivery.

- Attend and represent the service at organisational, strategic and multi-agency forums as required, including deputising for senior management when necessary.
- Support effective performance management through structured supervision, QLMS, performance reporting and development planning with direct reports.
- Manage compliments, concerns and complaints in line with governance processes, and contribute to submissions relating to bids, tenders or service development where required.
- Promote multidisciplinary collaboration across Support and Admissions teams to ensure a fully integrated residential model.
- Foster a culture of psychological safety, reflective practice, constructive challenge and clear professional boundaries.
- Take responsibility for ensuring the Clouds House team actively considers, protects and strengthens the ongoing sustainability, quality and future viability of the treatment provision.
- Undertake any other reasonable management request commensurate with the role and salary.

Required Skills and Competence

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- Strong therapeutic expertise within residential addiction treatment.
- Demonstrable understanding of 12 Step recovery frameworks.
- Ability to lead, support and contain a multidisciplinary team.
- Advanced safeguarding and risk management knowledge.
- Strong clinical governance and documentation oversight capability.
- Excellent communication and leadership skills.
- High level of organisational skill and analytical capability.

Qualifications, Skills and Experience

Essential:

- Level 5 counselling qualification or above.
- Significant experience within residential addiction treatment.
- Experience supervising or leading therapeutic staff.

Desirable:

- Health and social care qualification.

Forward Trust Vision, Mission and Values

Our Vision:

Anyone — however marginalised, and whatever their history or circumstances — has the opportunity and support to live a life that fulfils their potential and inspires others to follow the same path.

Our Mission:



We exist to help anyone impacted by addiction, crime, homelessness or long-term unemployment to turn their lives around. Our services inspire belief in a better future and provide the practical support required to achieve sustained recovery and reintegration.

Our Values:

- Do not judge or stigmatise.
- Empower individuals to make positive choices.
- Remain alongside people throughout their recovery journey.
- Treat everyone with dignity, compassion and respect.
- Uphold honesty, accountability and continuous self-improvement in our work.