



## The Forward Trust Job Description

<b>Position Title</b>	<b>Support Worker</b>	<b>Reports to</b>	<b>Support Worker Team Leader</b>
<b>Location: Clouds House</b>			

### Introducing Clouds House and Forward Trust

The Forward Trust is a national charity and social enterprise with over 25 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, trauma-informed environment.

The Support Worker contributes directly to sustaining a recovery-focused environment, supporting the residential setting to consistently deliver stability, structure and safety throughout each client's treatment journey.

### One Team Culture

Clouds House operates within a fully integrated "One Team" model, where all departments work collaboratively and with shared accountability to achieve recovery outcomes. The Support Worker works in close partnership with the Support Worker Team Leader and the wider multidisciplinary team to ensure that daily residential practice actively reinforces the 12-Step and trauma-informed treatment framework.

The role supports structured routines, communal responsibilities and therapeutic engagement, ensuring consistency, professionalism and accountability within the residential community. Within the team, the Support Worker contributes to building recovery capital by supporting welfare activities and equipping clients with the practical skills and resources needed for sustainable recovery beyond treatment.

### Role and Overview

Reporting to the Support Worker Team Leader, the Support Worker plays a key role in maintaining a safe, structured and recovery-focused residential environment.

This is a hands-on role requiring visible presence, emotional regulation and professional boundaries at all times. The role supports and reinforces the 12-Step recovery model and trauma-informed therapeutic systems and processes that underpin the residential treatment programme. The Support Worker undertakes both practical and therapeutic duties as required to support programme delivery, client engagement and communal living.

The Support Worker is accountable for delivering safe, consistent and therapeutically aligned support in accordance with the 12-Step and trauma-informed treatment model. The post-holder upholds safeguarding standards, professional conduct, risk awareness and infection prevention and control practices across all shifts.

The role includes upholding medication administration responsibilities in line with medication management policies, procedures and governance requirements. The Support Worker contributes to inspection readiness, accurate documentation and maintaining a stable and structured residential environment.

## Principle Accountabilities

### Key Responsibilities

- Escalate identified risks or safeguarding concerns promptly to the Support Worker Team Leader.
- Support clients to engage fully in the therapeutic programme and daily routines.
- Reinforce communal responsibilities and structured living expectations.
- Maintain accurate, contemporaneous and inspection-ready documentation.
- Support medication administration processes (including eMAR where trained).
- Maintain vigilance for safeguarding, welfare or behavioural concerns.
- Provide emotionally regulated, bounded and respectful support.
- Support infection prevention and control standards within the residential setting.
- Participate in handovers, meetings and quality improvement processes.
- Respond appropriately to incidents, complaints and welfare matters.

### Specific Requirements

- Maintain compliance with safeguarding legislation and residential governance standards.
- Adhere consistently to professional boundaries and conduct expectations.
- Promote Health & Safety at Work principles across shifts.
- Participate in required training including ILS, Fire Warden or First Aid as requested.
- Support inspection readiness through accurate record keeping.
- Actively uphold Equality, Diversity and Inclusion principles.
- Undertake any other reasonable request commensurate with the role and salary.

## Required Skills and Competence

- Understanding of safeguarding and risk awareness within residential settings.
- Ability to maintain professional boundaries consistently.
- Strong communication and interpersonal skills.
- Ability to work within a structured 12-Step and trauma-informed environment.
- Emotional resilience and consistency.
- Good organisational skills and attention to detail.
- Commitment to recovery-focused practice and teamwork.

## Qualifications, Skills and Experience

Essential:

- Experience in health, social care, recovery or residential settings.
- Care Certificate (or willingness to complete).
- Understanding of safeguarding principles.
- Willingness to train in eMAR systems.
- Completion of ILS training (or willingness to undertake).
- Strong written and verbal communication skills.
- Commitment to recovery-focused and trauma-informed practice.

Desirable:

- Experience within addiction services.
- Knowledge of 12-Step recovery frameworks.
- Mental health awareness training.
- Experience managing challenging behaviour.
- Full UK Driving Licence desirable

## **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. We also work to build awareness and promote a society that believes in second chances and long-term recovery.

### **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.