**The Forward Trust Job Description**

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| **Position Title** | **MPACT and Families Coordinator** | **Reports to** | **Programmes and Implementation Manager** |

# Introducing Forward Trust

We are Forward, 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.

This post is responsible for the coordination and delivery of the Recovering Families Online UK programme.

**MPACT Programme**

**M-PACT (Moving Parents and Children Together)**

Lead the delivery of M-PACT programmes in Kent in line with the M-PACT manual and standards to include:

* Schedule M-PACT programmes
* Build relationships with partner agencies to generate interest in M-PACT.
* Get sufficient referrals for the M-PACT programmes to be effectively run.
* Manage and administer referrals, co-ordinate assessments and undertake assessments of families.
* Organise delivery teams to provide cover and trained practitioners for each programme.
* Arrange and chair planning meetings.
* Arrange resources to make the programmes run smoothly including food, transport, programme materials, venues etc.
* Monitor the budget for M-PACT in Kent and alert the Programmes and Implementation Manager to areas of financial concern early.
* Lead on hosting M-PACT reunions.

**General:**

* Participate in clinical and management supervision
* Contribute to the development of the service
* Budget management

# Role/Team Overview

Part of the EK community team, the Recovering Families/MPACT

Coordinator will work remotely across the East Kent, coordinating and delivering the online and face to face programmes family members, affected by another person’s addiction.

Base can be at any of our EK hubs.

# Accountabilities

## Service Delivery

* To Coordinate the delivery of the MPACT and Recovering Families
* To manage and administer all referrals to the programmes
* To effectively carry out needs and risk assessments to ensure the programme is suitable for the family members referred and risks are managed effectively and safely.
* To carry out online 1:1 support sessions with family members as part of the programme delivery model.
* To effectively manage group dynamics on the programme.
* To signpost family members to other appropriate support services as identified through the needs and risk assessment and programme delivery processes.
* To deliver any other support which enhances programme delivery and supports participants to achieve intended outcomes.

## Safeguarding

* Consider and manage at all times the unique ethical and safeguarding considerations associated with the delivery of online therapeutic interventions.
* Ensure through appropriate needs and risk assessments, that participation on the programme will not increase any risk factors for family members or any member of their wider family.
* 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.

## Partnership Working

* Work closely with internal departments and teams to encourage referrals to Forward's programmes and provide a high level of care and support for family members.
* 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 Support Manager.
* 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.

### 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

* Occasional travel is required to attend team, departmental and other meetings.
* Take on other reasonable tasks and responsibilities as deemed appropriate by Line Manager

**Person Specification**

# Role Criteria

## Below is a list of the qualities that we are looking for in applicants to this post. Please address each of these points in your application.

### Experience

* Experience of working in a therapeutic capacity in an addiction treatment or related setting for at least 3 years.
* Experience of delivering family related interventions and programmes to clients and family members affected by addiction.
* Experience of carrying out comprehensive needs and risk assessments • Experience of delivering group therapy or group psychosocial interventions
* Experience of coordinating multiple projects and tasks.
* Experience of data collection and outcome monitoring.
* Experience of managing complex safeguarding issues.
* Experience of managing health and safety in the workplace.

### Knowledge and Skills

* Understanding of the impact addiction has on the whole family system.
* Understanding of systemic family theory and practice.
* Understanding of different treatment models for addiction.
* Understanding of different models of recovery for addiction.
* Understanding of the unique requirements of online therapy
* Highly proficient IT skills including the use of all MS Office software, databases and online learning platforms e.g. Moodle.
* Understanding of the importance of data collection and outcome monitoring.
* High level of attention to detail.
* Excellent written and oral communication skills
* A positive problem-solving approach with the ability to focus on key issues quickly and clearly.
* Ability to manage own workload effectively to meet deadlines and targets. • High level of motivation and ability to work well independently
* Flexible attitude and openness to changing priorities.
* Ability to work remotely, in a safe, effective and productive way.

## Desirable

### Knowledge, Skills and Experience

• Experience of working within a range of different settings e.g. prison, community and residential.

### Qualifications

* Family Therapy (level 4 or above) or related qualification.

**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)