

The Forward Trust Job Description

Position Title	Addictions Counsellor	Reports to	Treatment Lead
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

Clouds House operates 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, 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.

Principal Accountabilities

Key Responsibilities

- Deliver therapeutic interventions in line with the Clouds House model, 12 Step informed principles and trauma-informed practice.
- Maintain full compliance with safeguarding legislation, health and safety requirements and organisational policies.
- Ensure documentation remains accurate, contemporaneous and inspection-ready at all times.
- Support safe medication management processes, including appropriate use of eMAR systems where required.
- Promote infection prevention and control standards within therapeutic spaces.
- Uphold Equality, Diversity and Inclusion principles in all therapeutic work.

- Contribute to multidisciplinary collaboration across Support, Facilities and Admissions teams to maintain programme integrity.
- Support clients to build recovery capital and prepare for sustainable life beyond residential treatment.
- Support the sustainability of the residential treatment unit by upholding programme fidelity, maintaining robust documentation standards, and contributing to continuous improvement and responsible resource use.

Specific Requirements

- Engage in structured supervision, reflective practice and ongoing professional development
- Work within the multi-disciplinary team to support Development of coping skills and strategies supportive to everyday living in recovery
- Supporting and assisting clients in the introduction to and practicing of life skills to build a solid recovery foundation
- Educate and collaborate on Relapse Prevention Skills e.g. decision-making and problem solving
- Support financial awareness and budgeting skills along with employment readiness as necessary
- Encourage recovery network building
- Build on capacity for creating and sustaining meaningful interpersonal recovery oriented relationships
- Alongside team, provide practical stability through support with welfare matters, including housing applications, benefits navigation and financial planning in collaboration with relevant services
- Deliver all elements of the interpersonal residential treatment programme, including structured group facilitation and individual therapeutic work.
- Complete comprehensive assessments, risk management plans and treatment planning in collaboration with the wider team.
- Support clients with safe self-administration of medication using the electronic medication administration platform where required.
- To ensure due consideration is given to ongoing aftercare / housing and further treatment as required
- Maintain high-quality, analytical and contemporaneous client records in line with governance standards.
- Participate in and contribute to reviews, meetings and case discussions.
- Liaise with external professionals and partner agencies where appropriate.
- Escalate safeguarding concerns promptly in accordance with policy.
- Contribute to dynamic risk management planning and review processes.
- Participate in reflective incident reviews and continuous quality improvement initiatives.
- Undertake any other reasonable task commensurate with the role and salary.

Required Skills and Competence

- Strong therapeutic expertise within residential addiction treatment.
- Ability to facilitate within structured therapeutic spaces

- Ability to work within a multidisciplinary team to respond to the needs of the individual and the wider Clouds community
- Demonstrable understanding of 12 Step recovery frameworks.
- Ability to deliver structured group and individual interventions.
- Sound safeguarding and risk awareness knowledge.
- Strong clinical documentation and analytical skills.
- Ability to work collaboratively within a multidisciplinary team.
- Professional resilience and emotional regulation.
- High level of organisational capability and accountability.
- Commitment to completing mandatory and role-specific training, including ILS and eMAR medication administration.

Qualification, Skills and Experience

Essential

- Level 5 counselling qualification or above.
- Experience within residential addiction treatment.
- Experience delivering structured group and individual therapeutic interventions.

Desirable

- Health and social care qualification.
- Experience within 12 Step residential settings.
- Experience supporting complex or dual-diagnosis presentations.

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.