

# Family and Affected Others Worker

## Role Profile

*Delivering high-quality person-centred support to those affected by substance use issues*



### WHAT I AM ACCOUNTABLE FOR:

- Effective case management of family member/affected others (may include young people and/or adults);
- To carry out comprehensive family/affected others assessments including assessment of personal strengths and identification of any risk factors;
- Formulate, monitor and review risk assessments and risk management plans that effectively safeguard and protect the individual and others from harm;
- To develop person centred support plans using a strengths-based approach in partnership with family/affected others and those involved in their support network;
- Maintain a high standard of case notes and prepare and present narrative reports as required;
- Delivering high quality person-centred interventions with family members/affected others in accordance with their needs;
- Focus on putting the family/affected other first by offering them support, regardless of the behaviour of the user or whether they are engaged with treatment;
- Consistent, timely and accurate collection, recording and reporting of data and information relating to family/affected others;
- Ensuring achievement of key performance indicators relevant to your role;
- Effective multiagency working with statutory and non-statutory agencies in relation to the wider presenting needs and complexities of family/affected others;
- Ensuring all paperwork and recording in accordance with Lincolnshire Recovery Partnership policy and procedure and follow information governance guidelines.

### HOW I OPERATE:

#### Values Led Leadership

- Demonstrate a positive attitude to your work;
- You will enjoy helping others and supporting individuals to achieve their goals;
- Being a great team member and working collaboratively will be something you enjoy;
- Maintain a high-level belief in supporting families and affected others and model a non-judgemental approach;
- Reflective practice, learning and effective team work;
- Maintain professional boundaries and present a professional image at all times;
- Treat everyone with respect and promote individuals equality, diversity and rights.

### WHAT I NEED:

#### Essential :

- Knowledge of the issues experienced by those affected by substance use issues
- Experience and knowledge of effective caseload management including assessing and managing risk;
- Knowledge of engagement and support strategies;
- Organisation and IT skills
- Ability to manage own time, prioritise activities and maintain accountability for your work;
- Experience of working in partnership with different agencies;
- Understanding confidentiality and consent;
- Maintain clear professional boundaries;

#### Desirable :

- Relevant professional qualification;
- Training in relevant interventions to support individuals affected by substance use

#### Skills\Knowledge

# Family and Affected Others Worker Role Expectations



## PEOPLE:

- Working as part of a team with colleagues including providing cover for planned and unplanned absences;
- Actively participate in multi-disciplinary team meetings and other service meetings;
- Thorough and timely communication with partner agencies e.g. GPs, Safeguarding, Schools;
- Undertaking training to enhance skills, knowledge and practice;
- Seeking advice from colleagues, subject matter experts, clinical staff and managers to support practice;
- Actively engaging in your own supervision, Ongoing Personal Review and Personal Development Planning Process;
- Representing Double Impact and Double Impact's organisational values at meetings and events;
- Ensuring an environment free from discrimination;
- Prioritising safeguarding of children and vulnerable adults and escalating any concerns.

## PROCESS:

- Providing high quality case management to a caseload of family members/affected others including assessment, support planning, risk assessments and case reviews ensuring completion within organisational policy timescales;
- Working directly with family/affected others on an individual or group basis to offer structured support through delivering the most appropriate approach e.g. 5 Steps, Steps To Cope, CRAFT, UP, MPACT;
- Facilitating Family/Affected Others support groups
- Delivering interventions at times and places to suit family members/affected others;
- When needed/appropriate, to transport family/affected others as part of your engagement with them;
- Distributing and training family/affected others in naloxone and other harm reduction interventions where necessary;
- High quality record keeping;
- Completing all tasks and documentation to ensure achievement of key performance indicators relevant to your role;
- Writing reports as required and attending statutory meetings(e.g. safeguarding reports and meetings).