



## **Family Support Worker**

**Reporting to:** Service Lead / Registered Manager

**Hours:** 37.5 hours per week

**Salary:** £25,096

**Location:** River Garden Auchincruive The Bothy, KA6 5AE

**Core Purpose:** To provide a dedicated, compassionate, and professional link between residents and their families. This role ensures that families are not just "visitors" but are an empowered and supported part of the long-term recovery process.

### **Key Responsibilities**

#### **1. Facilitating Connection & Visitation**

- **Coordinate Visits:** Act as the primary point of contact for arranging on-site visits, ensuring they are therapeutic, safe, and structured.
- **Maintain Communication:** Proactively update families (with resident consent) on progress and milestones, ensuring that the "distance" of residential rehab doesn't lead to a breakdown in relationships.
- **Bridge the Gap:** Use digital tools or letters to maintain connections for families who live far away or have travel constraints.

#### **2. Practical & Community Support**

- **Resource Navigation:** Help families access local services in their own areas, such as financial advice, housing support, or local support groups (e.g., Al-Anon or Scottish Families Affected by Alcohol & Drugs).
- **Hardship Support:** Identify families struggling with the practical costs of visiting or the impact of a loved one being in treatment, providing direct support or referrals to alleviate these pressures.
- **Managing Expectations:** Families and significant others need a realistic "script" for what recovery looks like—including the fact that it is rarely a straight line and that "slips" can be part of the learning process.
- **Move On Support** - working with families and others alongside the resident to prepare for homecoming, practicalities, expectation, trigger warnings and access to support

#### **3. Therapeutic & Educational Intervention**

- **Addiction Education:** Deliver workshops or 1-to-1 sessions for families to help them understand the mechanics of addiction, the reality of relapse, and the stages of recovery.



- **In-House Counselling:** Provide or facilitate low-intensity counseling support for family members to process their own trauma and "caregiver burnout."
- **Boundary Setting:** Support both residents and families in establishing healthy boundaries and communication styles to prevent old "enabling" patterns upon discharge.
- **Safe Spaces:** Facilitating safe places/support to express anger, fear, and exhaustion without feeling they are "betraying" the resident.

#### 4. Service Development & Safeguarding

- **Policy Compliance:** Ensure all family interactions adhere to River Garden's safeguarding policies and the **Equality Act 2010**.
- **Impact Reporting:** Maintain accurate records and contribute to reports that showcase the impact of family involvement on resident outcomes.

## Person Specification

Feature	Essential	Desirable
<b>Experience</b>	Working with families in a social care, addiction, or mental health setting.	Experience in a residential rehabilitation environment.
<b>Skills</b>	Strong conflict resolution and mediation skills; ability to manage high-emotion situations.	Group facilitation and public speaking skills.
<b>Knowledge</b>	Deep understanding of the impact of addiction on the family unit.	Knowledge of Trauma-Informed Practice.
<b>Qualifications</b>	Relevant qualification in Social Care, Counselling, or Community Development.  SFAD Training: - Family Inclusive Practice, Introduction to Supporting Families, Facilitating a Support Group	Specialised training in Family Systems Theory.

## The Family Support Cycle

This role operates within a continuous cycle of support that begins at admission and continues through to the transition home.

## Why This Role Matters

At River Garden, we believe recovery doesn't happen in a vacuum. By supporting the family, we are strengthening the environment the resident will eventually return to, significantly increasing the chances of long-term, sustained recovery.