**Job Description**

**Job title:** Family Support Worker

**Directorate:** Clinical

**Location:** Op Courage Core Pathway

**Accountable to:** Op Courage Line Manager/Clinical Lead and Combat Stress Lead Family Support Practitioner with Head of Engagement and Social Care as professional lead for Combat Stress

**Accountable for:** N/A

**Pay grade:** Band 5

**Type:**  Permanent

**Values Framework**

All staff are expected to know and understand the values of the organisation and uphold these values whilst at work.

* Together
* Focused
* Bold
* Personal

**General Overview of Role**

* To work collaboratively as part of a multi-disciplinary team.
* To provide Family Support to the loved ones of veterans involved with Op Courage located throughout the Northwest of England.
* Line Management is provided by the Lead Family Support Practitioner and the professional lead for the service is Head of Engagement and Social Care.
* The day-to-day administration and management will be provided by the Op Courage manager alongside the Combat Stress Lead Family support practitioner.

**Main Duties and Key Responsibilities**

* To engage the loved ones of veterans on a one-to-one basis to provide support and psychoeducation.
* To provide a peer support to family members on a one-to-one and group basis
* To refer to other services as required
* To advocate for families where appropriate
* To arrange meetings with veteran, families and the clinical team when necessary
* To record details of interactions with veterans’ families on their Electronic Patient Record
* Maintain and manage a caseload of Veterans’ families referred to the Family Support Service within Op Courage
* Always present a professional image and actively promote the organisation in a positive light to veterans, families, stakeholders, partner organisations and the general public.
* Actively participate in supervision and be able to reflect on interpersonal dynamics that may arise.
* Respond to safeguarding concerns as required.
* To participate as a dynamic and innovative member of the multi-disciplinary team.
* Recognise personal and professional boundaries and work within the Combat Stress’s and/or NHS governance frameworks at all times.
* Prepare reports about veteran groups performance and service development when necessary. Communicate such updates through varied media as required.
* To collect data regarding patient outcomes and share for the purposes of evaluation.
* Complete all mandatory training.
* Treat all veterans and their families with respect.

**Other Duties**

* To attend regular Team Meetings with Combat Stress Family Support Staff.
* To participate in supervision and reflective practice sessions.
* To fully understand and adhere to the policies and procedures of Combat Stress and NHS Op Courage.
* Work in a flexible and responsive way to meet the demands of the service.
* To undertake any other duties at the request of the line manager which are commensurate with the role.
* To contribute to the maintenance of a healthy and safe working environment by adhering to Health and Safety policies within Combat Stress and NHS Op Courage.
* Extensive travel across the region may be required.

**Risk Management**

As an employee of the Charity, the postholder is required to be risk aware and readily able to identify risks faced in the course of day-to-day duties. Where a new risk is identified it is to be reported through the postholder’s line manager.

**INFECTION PREVENTION AND CONTROL**

Maintain an up-to-date awareness of the Infection control procedures relevant to your area of work and implement these in practice. As a minimum this must include hand hygiene and the use of personal protective equipment as appropriate.

Date revised 12 March 2025

Signature of postholder

Print name

Date