

- Support service users in developing and practicing ways of coping with symptoms and stress;
- Act as a sounding board and provide opportunities to discuss common reactions to stressful events and ways of coping; and
- Help to build bridges between service users, their communities, and their families.

Training will be provided so that you know what to expect from the sessions, and how you can help the therapy process. You will also receive monthly group supervision from a clinical supervisor to share your experiences and discuss any concerns.

Person Specification

JOB TITLE: Allocated Family Support Member (aFSM)

REQUIREMENTS	ESSENTIAL	DESIRABLE	Method of Assessment
Experience			
Willing and able to support the service user to receive CaFI therapy	✓		Application form and interview
Experience of mental health services and insight into service users' experiences. This could be as service user (with any diagnosis), as carers/family members, or professionals (including voluntary sector workers)		✓	
Experience of supporting people with severe mental health problems		✓	
Skills, Knowledge & Special Aptitudes			
Excellent communication skills	✓		Application form and interview
Ability to organise own day to day tasks and activities	✓		



REQUIREMENTS	ESSENTIAL	DESIRABLE	Method of Assessment
Ability to take responsibility for planning and implementation of specific elements of the role	✓		
Ability to deal with and escalate any concerns relating to security, safety, and patient confidentiality	✓		
Computer Literacy – confident in accessing digital materials and using videoconferencing software (e.g. MS Teams)		✓	
Personal Qualities			
Well enough to support the service user and participate in therapy sessions	✓		Application form and interview
Excellent interpersonal skills – ability to demonstrate warmth, compassion, and respect	✓		
Confidence in providing opportunities to discuss or normalise common reactions to stressful events and ways of coping.	✓		
Ability to organise independent meetings with service user and to ensure all 10 x 1-hour sessions are attended with the service user.	✓		
Ability to maintain high standards of integrity and confidentiality.	✓		
Ability to facilitate building bridges with the service users, communities, and their family, if desired.	✓		





REQUIREMENTS	ESSENTIAL	DESIRABLE	Method of Assessment
Committed to attending training and regular supervision sessions.	✓		
Acting in a professional manner with appropriate behaviour at all times.	✓		
Ability to ensure that procedures are carried out with safe systems of work and current legislation.	✓		

Please note that we strongly recommend that you check with the Benefits Agency that your commitment to volunteering does not penalise you in any way and does not affect your benefits. This role is unpaid, however, we will refund all travel expenses for training and volunteering in line with Trust Policy

