

NECA JOB DESCRIPTION

ROLE OVERVIEW	
Job Title	Community Engagement and Development Lead
Salary	£27,810 per annum
Hours of Work	35 hours per week. Some flexibility for evening/ weekend working will be required.
Location	Operating within communities across the North East region. Routine team engagement and managerial support provided from our central hub in Sunderland
Line Manager	Gambling Service Manager
Purpose of Job	<p>Leading on the development and delivery of the Gambling Service community provision across the North East the post holder will:</p> <p>Engage key stakeholders, publicise the work of the service, and recruit community partners.</p> <p>Deliver training to help members of the public, local communities and professionals to identify problem gambling and ensure understanding/ awareness of referral and signposting pathways into the Gambling Treatment Service.</p> <p>Develop and support a network of Community Champions for gambling related harm</p> <p>Actively plan and deliver community campaigns including distributing materials, facilitating drops ins and running public stalls/stands.</p> <p>Provide advice, brief and extended brief interventions in a range of settings across the North East.</p> <p>Bring together colleagues, peers, communities, and neighbours with different lived, learnt and practiced experience to share, learn and collaborate together.</p>
DUTIES AND RESPONSIBILITIES	
<p>Raise awareness of the subject of problem gambling and promote the service within a variety of settings across the North East region.</p> <p>Identify and nurture new relationships and community partnerships by playing an active role in a range of networks and groups and having an awareness of community-led initiatives and practice.</p> <p>Develop and sustain ongoing relationships with and between community partners and wider networks through regular communication, meetings and conversations, both in person and online.</p> <p>Maintain up to date knowledge of community services across designated areas, mapping the stakeholder landscape to identify key opportunities and organisations.</p> <p>Strengthen existing and develop new referral pathways to develop a more coherent and standardised approach to accessing support and onward referral</p> <p>Promote, arrange and deliver a range of activities to communities in the region including networking events, disseminating information resources, training sessions and brief advice.</p> <p>Design and deliver training packages to educate communities to identify gambling harms and signpost to support/treatment.</p>	

Develop and provide ongoing support to a network of Community Champions; community members trained to raise awareness of gambling harms in their communities and connect people to the National Gambling Treatment Service (NGTS).

Collaborate with colleagues and teams from across the organisation to support the development of innovative and meaningful ways for our community partners and networks to connect

Act as a source of knowledge, to provide up to date information, evidence, advice and support referrals for people who are experiencing problem gambling, and to those working with them

Identify community leaders in targeted geographical and demographic communities and work with them to raise awareness of Gambling Harms and Gambling service

Review and identify need for appropriate physical and digital literature to meet the needs of different audiences.

Provide one to one guidance, advice and support, Brief interventions and EBI (Extended Brief Intervention) - educating around the physical and psychological impact of gambling.

Ensure that all safeguarding issues, including child protection and protection of adults at risk, are dealt with in accordance with policy and procedure and local and national statutory requirements

Contribute actively to sharing learning, insights, research and evaluation from the community both within and beyond the organisation

Encourage and facilitate learning and information exchange between partners, wider community networks and teams

Produce delivery reports & project plans as requested.

General Duties:

Maintain a professional ethic, environment and appearance

Work within professional boundaries, maintaining safety and confidentiality at all times.

Ensure services are delivered in compliance with relevant law, policies, standards and guidance

To undertake any other task which may be deemed appropriate to the post

Quality

Ensure all services are delivered in accordance with recognised quality standards including NICE, Models of Care and any other standards relevant to the Service.

Ensure quality standards are maintained through continual monitoring of own performance expectations; and through stakeholder feedback, including service-users and partner agencies;

Ensure service- user records are accurately maintained and are in compliance with relevant legislation and NECA/GamCare systems, controls, policy and procedures concerning the accurate collection, maintenance, retrieval, security and storage of client data.

Provide statistical data and reports as requested for quality assurance.

Ensure compliance with the Quality and Clinical Governance

Health and Safety

Ensure a safe working environment for self, colleagues, and service users at all times.

Ensure completion of appropriate risk assessment, planning and reviews as required

Ensure compliance with the Safety, Health, Environment and Fire (SHEF) Handbook.

Personal and Professional Development

Seek, accept and participate in monthly Managerial supervision

Continually review and assess own performance and identify further development needs

Participate in further learning, development and training in line with professional development

needs and in accordance with relevant regulatory bodies.

Attend and contribute to team meetings and any other relevant groups or forums related to the duties and responsibilities of the post

Criminal Record Checks

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (DBS) to check for any previous criminal convictions.

Values and Behaviours

Ensure Compliance with all Staff Codes of Conduct, Policies and Procedures including HR, Health and Safety, Operational and Quality and Clinical Governance Handbooks.

Ensure compliance with Regulatory / professional Membership Codes of Conduct, Policies and Procedures

Ensure all individuals are treated with dignity and respect at all times

NECA aim to offer a quality service at all times and are committed to promoting continual improvement throughout all services delivered. All staff are expected to share this aim and contribute towards upholding and enhancing further the standard and quality of service delivered throughout NECA

Adhere to the NECA values

RESPECT	We listen and communicate directly and openly. We value Diversity.
QUALITY	We challenge ourselves to deliver the highest quality of service
INTEGRITY	We do what is right not what is easiest.
PARTNERSHIP	We achieve our best when working together.
EMPOWERMENT	We work with you as a unique individual
COMMITMENT	Commitment comes to life through passion in what we do. As individuals and as an organisation, we create value.

NECA reserves the right to amend or add to Job Descriptions

Core Competences / National Occupational Standards (Including Drug and Alcohol National Occupational Standards – DANOS):

<http://tools.skillsforhealth.org.uk>

Core Competence		NOS / DANOS Reference	NOS Title
Client Focus and Service Delivery			
Efficiency	Manage time and resources effectively to ensure the quality of care is maintained or enhanced	HT4	<i>Manage and organise your own time and activities</i>
Professionalism	Ensures practice is consistent with scope of practice, organisational, professional and regulatory standards, guidance and codes of conduct. Respect professional boundaries	CHS167	<i>Obtain valid consent or authorisation</i>
		GEN63	<i>Act within the limits of your competence and authority</i>
		CM D1	<i>Identify mental health needs and related issues</i>
Customer Service	Maintain the highest standards of care and service, taking responsibility for individual customer service and contributing to the wider aims of the team	CFACSD2	<i>Support customer service improvements</i>
Best Practice	Use up-to-date knowledge and evidence to assess, plan, deliver and evaluate services provided, communicate findings, influence change and promote best practice	SFJ GAM001	<i>Identify indicators of gambling-related harm in individuals and signpost to appropriate sources of help</i>
		HP14	<i>Work with others to develop and promote training programmes to prevent, reduce and control risks to health and wellbeing</i>
		CHS233	<i>Contribute to the assessment of needs and the planning, evaluation and review of individualised programmes of care for individuals</i>
Health Promotion	Use up-to-date knowledge and evidence to assess, plan, deliver and evaluate care, facilitate change and promote health and wellbeing	SFJ GAM004	<i>Provide information, advice and support relating to player protection and responsibility in gambling</i>
		HT2	<i>Communicate with individuals about promoting their health and wellbeing</i>
		PHP15	<i>Encourage behavioural change in people and agencies to promote health and wellbeing</i>
		PHP13	<i>Provide information to individuals, groups and communities about promoting health</i>
		GEN111	<i>Enable individuals, their family and friends to explore and manage change</i>
		HT3	<i>Enable individuals to change their behaviour to improve their own health and wellbeing</i>
Communication			
Effective Communication	Communicate in a succinct, engaging manner and assertively when needed using appropriate styles and methods	SCDHSC0031	<i>Promote effective communication</i>
Information	Know how to access relevant information and use and	INSML042	<i>Develop knowledge and communicate information</i>

gathering	apply information in practice.	GEN32	<i>Search information, evidence and knowledge resources and communicate the results</i>
Empathy, Support	Listen, support others, gain trust, show understanding and adopt a non-confrontational and non-judgemental approach	CM G4	<i>Communicate with individuals, groups and communities about promoting their health and wellbeing in a defined caseload</i>
		SCDHSC0021	<i>Support effective communication</i>
Building Relationships	Develop and sustain productive working relationships. Gain and maintain the trust and support of colleagues	CFAM&LDD1	<i>Develop and sustain productive working relationships with colleagues</i>
Data Management	Maintain accurate, clear and complete records and reports	SFJCCDF1.1	<i>Maintain the security of data through your own actions</i>
Team Working			
Collaboration	Adopt a team approach; acknowledge and appreciate efforts, contributions and compromises; develop networks	SCDHSC0241	<i>Contribute to the effectiveness of teams</i>
		PHP31	<i>Work in partnership with others to implement strategies for improving health and wellbeing</i>
		GEN31	<i>Initiate, and participate in, networks and discussion groups</i>
Self and Others	Works in partnership with colleagues for the benefit of service users. Is self-aware and confident in own ability.	PHP28	<i>Work in partnership with others to plan, implement and review programmes and projects to improve health and wellbeing</i>
		GEN39	<i>Contribute to effective multidisciplinary team working</i>
Leadership	Act as a role model. Show initiative, take ownership of work and organise and manage self while taking account of the needs and priorities of others and the service.	SS04	<i>Give customers a positive impression of yourself and your organisation</i>
Integrated Governance			
Knowledge	Have up-to-date knowledge of national standards, regulations, and legislative requirements relevant to own area of practice. Understand and work within local and national policies, processes and systems that impact on practice and understand impacts on the wider healthcare community.	SCDHSC0043	<i>Take responsibility for the continuing professional development of yourself and others</i>
		INSML042	<i>Develop knowledge and communicate information</i>
		GEN13	<i>Synthesise new knowledge into the development of your own practice</i>
Accountability	Accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body	GEN23	<i>Monitor your own work practices</i>
Safeguarding	Assess and manage the risk to service users, recognise indicators of possible harm and refer as appropriate if a safeguarding concern is identified	SCDHSC0024	<i>Support the safeguarding of individuals</i>
		SCDHSC0035	<i>Promote the safeguarding of individuals</i>
Quality and Safety			
Decision Making	Make person-centred, evidence-based judgments and decisions, in partnership with others involved in the care process, to ensure high quality care. Make or review a diagnosis, generate options and follow up	SCDHSC3115	<i>Process information for use in decision-making</i>
Safety	Show awareness of own limitations; take reasonable care	AB5	<i>Assess and act upon immediate risk of danger to individuals who have used alcohol and other substances</i>

	of health and safety of you, your team and others ensuring compliance with health and safety requirements; Be uncompromising on service user safety.	CFAWRV1	<i>Make sure your actions contribute to a positive and safe working culture</i>
		SCDHSC0022	<i>Support the health and safety of yourself and individuals</i>
		GEN134	<i>Contribute to the prevention and management of abusive, aggressive and challenging behaviour</i>
Integrity	Uphold personal and professional ethics and values. keep information secure and confidential in accordance with the law and relevant ethical, regulatory and organisational frameworks	CHS167	<i>Obtain valid consent or authorisation</i>
		CHS169	<i>Comply with legal requirements for maintaining confidentiality in Healthcare</i>
		SFJCCDF1.1	<i>Maintain the security of data through your own actions</i>
Core Values			
Equality and Diversity	Value, respect and promote equality and diversity, adhering to equality and human rights legislation and taking into account the values of the organisation.	SCDHSC0332	<i>Promote individuals' positive self-esteem and sense of identity</i>
		SCDHSC3111	<i>Promote the rights and diversity of individuals</i>
		SS01	<i>Foster people's equality, diversity and rights</i>
Learning and Development	Learn through participating in continuing professional development and from experience and feedback. Actively participate in the review and development of practice	GEN23	<i>Monitor your own work practices</i>
		GEN36	<i>Make use of supervision</i>
		SCDHSC0023	<i>Develop your own knowledge and practice</i>
		SCDHSC0033	<i>Develop your practice through reflection and learning</i>
Innovation	Actively contribute to plans to achieve service goals creating a climate of continuous service improvement	CHS231	<i>Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances</i>
		CFACSD9	<i>Promote continuous improvement</i>

Person Specification – Essential Criteria
Knowledge:
Equality, Diversity and Inclusion practices. The candidate must be able to demonstrate an awareness and understanding of the aspects and values of EDI. Ideally, the candidate must also demonstrate from their own experience a contribution they have made to promoting anti-discriminatory practice.
Learning and development / training approaches and tools
Stakeholder management strategies
Safeguarding best practice
Knowledge or experience of gambling related harm
Community services provided within the North East region
Understanding of confidentiality and data protection
Skills
Excellent presentation, interpersonal and communication skills, high standard of clear spoken and written English
Training skills, with the ability to engage, a strong facilitator
Collaborates effectively with others in a team environment
Proven self-starter, confident working independently, able to problem solve effectively
Ability to identify, establish and maintain relationships with high profile organisations and individuals and secure their support
Excellent IT skills, including MS Office and Outlook, databases, spreadsheets, internet, online delivery platforms (Teams, Zoom etc.)
Ability to maintain accurate records
Ability to engage and work with a wide range of audiences, including local communities from a diverse range of backgrounds
Ability to plan and run engagement projects
Ability to work flexibly in a variety of service delivery settings across the North East
Experience
Promoting/marketing a service or programme and engaging specific audiences to get actively involved
Delivering presentations and/or facilitating training both physically and digitally
Working in a multi disciplinary setting / across multi-disciplinary teams
Providing advice, brief and extended brief interventions, responding to service user need
Working with vulnerable people
Peripatetic working in a community based setting
Regular monitoring, reporting and outcome measurement
Managing stakeholder relationships
Qualifications

Minimum level 3 qualification or equivalent in a relevant field i.e. health and social care, social work, education, community, mental health, health promotion

Capable of independent travel across the North East region

The above attributes are, except where stated, the minimum essential criteria without which a candidate would not normally be short listed for interview.