

NECA
JOB DESCRIPTION

ROLE OVERVIEW	
Job Title	Gambling Practitioner
Hours	35 hours per week
Salary	£29561 per annum
Location	Gambling Hub is based in Sunderland. This role will be based at the hub and various community settings across the North East region. NECA reserves the right to change the post holder's place of work
Line Manager	Gambling Service Manager
Purpose of Job	<p>Facilitate referrals, provide advice / guidance, assessment, brief and structured interventions, and group programmes to individuals experiencing difficulties with gambling.</p> <p>Provide advice and support to colleagues providing support to individuals about their gambling behaviour.</p> <p>Engage key stakeholders, publicise the work of the service, and recruit community partners.</p> <p>Develop and support a network of Community Champions for gambling related harm.</p>
Duties and Responsibilities	
<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>Deliver training packages to educate communities to identify gambling harms and signpost to support/treatment.</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>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 Support Network (NGSN).</p> <p>Participate in service promotion, marketing, and information events.</p> <p>Facilitate referrals into the service.</p> <p>Provide advice, screening, brief and comprehensive assessments.</p> <p>Provide a stepped care approach where treatment provision is defined by two or more steps (tiers 2 and 3) of distinct interventions including:</p> <ul style="list-style-type: none"> • Brief interventions and EBI (Extended Brief Intervention) - Educating around the physical and psychological impact of gambling • One to one guidance, advice and support • Mutual Aid – Facilitating peers to support one another to maintain recovery goals. 	

- Relapse Prevention – delivering a behavioural self-control programme that teaches individuals with gambling addiction how to anticipate and cope with the potential for relapse.
- Recovery self-help Groups – facilitating service users, their friends and family to come together.
- Recovery Courses / Aftercare

Encourage attendance to local GA meetings and access to recovery support forum / chatrooms

Encourage the use of guided self-help materials to support service users recovery from problematic gambling at their own pace

Develop a recovery orientated care plan/co-ordinated treatment psychosocial interventions including: CBT, MI, Five Step Model, ensure it is implemented and reviewed with the client and monitor outcomes

Work closely with and seek support from other professionals and agencies, such as Mental Health providers, the criminal justice system, debt advice agencies, housing and other voluntary sector providers

Recognise the importance of family, friends and peers in helping to sustain change

Maintain accurate records working within a robust governance framework to ensure the delivery of safe, effective services.

Ensure that all safeguarding issues, including child protection and protection of vulnerable adults, are dealt with in accordance with organisational policies and procedures, and local and national statutory requirements

Provide guidance and support to colleagues working with gambling clients.

Measure, monitor and evaluate the effectiveness of services, taking account of both quality and quantity, and produce reports as appropriate.

Manage an agreed caseload of clients working within agreed individual targets and key performance indicators.

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

Quality

Ensure all services are delivered in accordance with recognise 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 systems, controls, policy and procedures concerning the accurate collection, maintenance, retrieval, security and storage of client data.

All members of staff are bound by the requirements of the Data Protection Act.

Provide statistical data and reports as requested for quality assurance.

Health and Safety

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

Ensure completion of risk assessments as required

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

Personal and Professional Development

Accept and participate in monthly Managerial supervision and Annual Appraisal in line with organisational policy and procedure

Provide professional support to all colleagues

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.

Maintain Personal Development Plan with identified targets and action plans with annual appraisals of practice/competency.

Complete all mandatory training as required

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

<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>
		MH98	<i>Prepare, discuss and agree a plan for counselling therapy</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	AA1	<i>Recognise problematic use of alcohol or other substances and refer individuals to services</i>
		CFACSD2	<i>Support customer service improvements</i>
Best Practice	Use up-to-date knowledge and evidence to assess, plan, deliver and evaluate care, 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>
		SFJ GAM003	<i>Prepare, conduct and complete a comprehensive gambling-related harm assessment interview</i>
		CHS233	<i>Contribute to the assessment of needs and the planning, evaluation and review of individualised programmes of care for individuals</i>
		SCDHSC0025	<i>Contribute to implementation of care or support plan activities</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>
		SCDHSC0382	<i>Support individuals to manage change in their lives</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	SCDHSC0414	<i>Assess individual preferences and needs</i>
		CHS168	<i>Obtain a patient/client history</i>

gathering	apply information in practice.		
Empathy, Support	Listen, support others, gain trust, show understanding and adopt a non-confrontational and non-judgemental approach	MH101	<i>Manage the process of change throughout counselling</i>
		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	Use therapeutic principles to engage, maintain and, where appropriate, disengage from professional caring relationships. Gain and maintain the trust and support of colleagues	MH100	<i>Establish and maintain the therapeutic relationship</i>
		CHS232	<i>Implement, monitor and evaluate therapeutic interventions within an overall care programme</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>
		CFACSD8	<i>Work with others to improve customer service</i>
Self and Others	Works in partnership with colleagues for the benefit of service users. Is self-aware and confident in own ability.	GEN123	<i>Work with others to facilitate the transfer of individuals between agencies and services</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>
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</i>

	of health and safety of you, your team and others ensuring compliance with health and safety requirements; Be uncompromising on service user safety.		<i>have used alcohol and other substances</i>
		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
Knowledge
Equality and Diversity Practices. The candidate must be able to demonstrate an awareness and understanding of the aspects and values of equality, diversity and inclusion.
Knowledge and understanding of issues related to gambling and appropriate interventions.
Community services provided within the North East region
Safeguarding best practice
Understanding of confidentiality and data protection
Skills
Excellent presentation, interpersonal and communication skills, high standard of clear spoken and written English
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 engage and work with a wide range of audiences, including local communities from a diverse range of backgrounds
Ability to maintain accurate records
Able to use Motivational Interviewing Skills Techniques and a range of solution focussed approaches with individuals who are ambivalent to change
Able to use and/or willingness to undertake suitable training to provide Cognitive Behavioural Therapies approaches
Ability to work flexibly in a variety of service delivery settings across the North East
Experience
Working in a multi disciplinary setting / across multi-disciplinary teams
Working with vulnerable people
Experience of providing 1 – 1 psychosocial interventions
Peripatetic working in a community based setting
Ideally, experience of working with those affected by Gambling Harms
Qualifications
NQF level 4 (and above) Professional Diploma in relevant field e.g. Health and Social Care, Counselling (or equivalent).

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