

## Job Description

**Job Title: Support Worker**

**Reports to: Team Leader**

**Directorate: Clinical Services**

### Job Purpose:

The postholder will be required to work closely and collaboratively with the Clinical Team and Peer Aid Service, provide support with administrative tasks and client engagement activities and deliver interventions to service users. This role will also include the postholder to raise awareness about GamCare Services within the community.

### Key Duties and Responsibilities:

- To undertake administration and data entry tasks
- To support the Clinical Administrator with service user engagement tasks for GamCare clients
- To undertake triage assessments
- To manage a caseload of service users identified as requiring low intensity interventions
- To deliver 121 brief and extended interventions to problem gamblers
- To provide advice and information to services over the phone and face to face
- To support with the delivery of group interventions
- To liaise with external professionals and other agencies providing wrap around support to service users
- To support with raising GamCares profile within the community
- To work in accordance with GamCares policies and procedures
- To understand and work with the ethos, aims and objectives of GamCare
- To maintain accurate records
- To undertake training as required by the organisation

### General Duties:

- To maintain a professional appearance, ethic, and environment, and uphold GamCare's reputation, positively representing our values
- To work collaboratively within the team and facilitate good communication both internally and externally.
- To attend meetings as required, meet deadlines, and maintain professional service records.
- To proactively contribute to supervision, team meetings, and professional self-development.
- To work within professional boundaries, maintaining safety and appropriate confidentiality at all times.
- To ensure services are delivered in compliance with law, relevant policies, standards and guidance.

- To carry out responsibilities with clear regard to GamCare's Equal Opportunities, Equality and Valuing Diversity, Health and Safety, and other employee focused policies and procedures.
- To work flexibly, to undertake such other reasonable duties and responsibilities, across the whole service, and at any location within reasonable daily travel from your main place of work.
- To work flexibly to provide late working and weekend cover as required.

*This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which fall within the grade of the post, in discussion with management. This job description will be reviewed regularly in the light of the changing service requirements. Any changes will be discussed with the post holder*

## Person Specification – SUPPORT WORKER

<b>Qualifications/Experience</b>
a) Professional qualification in health/social/counselling/youth and community care, e.g. NVQ Level 2 or 3  Or  Demonstrable experience of working in the field of addiction with a commitment to complete NVQ level 2 Health and Social Care.
<b>Knowledge and Experience</b>
a) Experience of working with individuals with complex needs or with other vulnerable cohorts (substance misuse, other addictions, mental health, homelessness, criminal justice, learning disabilities)
b) Experience of case management or care planning to meet the needs of service users
c) Experience of providing advice and information, brief or structured interventions
<b>Skills and Abilities</b>
a)Excellent interpersonal and communication skills in spoken and written English
b)Willing to work flexibly, to include evenings and weekends
c)Demonstrable ability to be sensitive to the needs of others; to empathically listen and respond appropriately to service users
d)Ability to maintain confidentiality and ethical and professional boundaries at all times
e)An interest in and a commitment to working with problem gamblers and their family and friends
f)Ability to clearly and accurately complete written or electronic documentation
g)Ability to work within GamCare’s policies, procedures and guidelines
h)Ability to work effectively as part of a team
i)Commitment to ongoing professional development
<b>Desirable</b>
a) Experience of working with problem gamblers