

JOB DESCRIPTION

JOB TITLE: Frontline Services Night Adviser	REPORTS TO: Frontline Services Night Manager
Accountable to: Senior Service Manager	TEAM: Frontline Services Nights

Job Purpose

The Adviser's role is to assist in the delivery of an effective, responsive, safe service that identifies, screens, and provides a variety of interventions for people at risk of developing gambling related problems, problem gamblers and others affected by problem gambling. This is by way of providing advice, information, support and extended brief interventions as well as referral into treatment services

The ability to communicate professionally, coherently, and sensitively is essential, as is the ability to respond appropriately to callers in crisis.

Key Duties and Responsibilities

COMMUNICATION AND RELATIONSHIPS:

1. To communicate effectively, sensitively, and empathically with incoming HelpLine/NetLine callers, ensuring that practice is sensitive to the needs of all individuals and communities and that there is full adherence to GamCare policies and procedures.
2. To communicate effectively and maintain positive and supportive working relationships with staff within GamCare and with GamCare partners and other agencies.
3. To communicate with callers and professionals using the appropriate terminology and only materials, correspondence, and documentation endorsed by GamCare.
4. To attend team meetings, staff meetings, training, supervision and other meetings as required.

CALLER AND CALLER CARE:

1. To provide a confidential, support and advisory service to callers who want to stop or control problem gambling or who want to support others to do so. This will include providing telephone and web-based information and support for affected individuals and agencies; signposting and extended brief interventions, referring callers to other agencies or to GamCare's treatment services where appropriate.
2. Understand the nature of problem gambling, and the needs of callers with mental health problems (including those at risk of deliberate self-harm or suicide), young people, people with physical and/or learning difficulties, callers affected by substance misuse and those from disadvantaged communities, and provide appropriate advice and support.
3. Conduct assessments of need and risk and implement risk management and supportive strategies as required. Escalate as per escalation procedure, especially safeguarding issues to the Team Leader and/or to other agencies as per policy
4. To discuss any caller concerns with the appropriate professional (e.g. Frontline Team Leader)
5. Provide the caller with appropriate material including GamCare or other approved branded leaflets.

6. To sensitively uphold, as appropriate, GamCare’s “Zero Tolerance Policy” of aggressive or abusive behaviour towards its staff and where appropriate, to discuss all calls of such nature with Frontline Manager.
7. To moderate and administer the GamCare Forum and Chat Room
8. To provide Gambling focused brief interventions and extended brief interventions to callers
9. To deliver extended brief interventions through call backs

DATA MANAGEMENT AND ORGANISATIONAL SKILLS:

1. To accurately update records of calls received immediately after every call or within a shift, maintaining confidentiality as necessary.
2. To demonstrate commitment and flexibility to the shift pattern to deliver the Model of Care.
3. To attend regular supervision with the Frontline Team Leader
4. Awareness of self-care and personal developmental needs.

RESEARCH, POLICY AND SERVICE DEVELOPMENT:

1. To comply fully with GamCare’s policies and procedures, particularly those pertaining to the Data Protection Act, client confidentiality, and the protection of children and vulnerable adults.
2. To participate in monitoring and evaluation of the service and to conduct and present any audits as necessary or as directed by Management.

PHYSICAL RESOURCES:

1. Ensure that there are sufficient resources and materials for use with callers.
2. Ensure you are able to provide a confidential space within the home to work from.

This job description will be reviewed regularly in the light of the changing service requirements. Any changes will be discussed with the post holder.

This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Team Leader.

PERSON SPECIFICATION: KNOWLEDGE, SKILLS & EXPERIENCE

Person Specification

Qualifications/Experience	Method of Assessment		
	A	I	E
a) Professional qualification in Health, Social Care, Psychology, Youth or Community Care, e.g. NVQ Level 3 or above or Diploma in Mental Health Nursing, Counselling, Addiction Studies or b) Demonstrable experience of working with vulnerable cohorts with addictions and/ or other complex needs and a commitment to professional development	X	X	

Knowledge	A	I	E
a) Experience of individual client work in an addictions or social care setting with adults and or young people.	X	X	
b) Knowledge of gambling and its related issues	X	X	
c) Experience of liaison with voluntary and statutory agencies.	X	X	
d) Experience of working with health professionals.	X		
e) Ability to maintain confidentiality and ethical and professional boundaries at all times	X	X	X
f) Experience of engaging effectively with service users	X	X	X
g) Knowledge and commitment to equal opportunities and anti-discriminatory practice.	X	X	
Skills and Abilities	A	I	E
a) High level of IT literacy and experience in using Microsoft Office and case management systems.	X	X	X
b) Excellent interpersonal and communication skills in spoken and written English.	X	X	X
c) Willing to work flexibly, to include evenings and weekends		X	
d) Demonstrable ability to be sensitive to the needs of others; to empathically listen and respond appropriately to callers	X	X	
e) An interest in and a commitment to working with problem gamblers and their family and friends.		X	
f) Ability to clearly and accurately complete written or electronic documentation	X	X	X
g) Ability to work autonomously from home and also as part of a team		X	
h) Ability to work effectively under pressure and without close supervision		X	
i) Ability to communicate clearly and appropriately, in writing, face to face, online or on the telephone, with people from a wide range of social and cultural backgrounds.	X	X	X
Circumstances	A	I	E
a) Willingness to work flexible as on occasion you may need to attend training outside of the rota.	X	X	
b) Self-confident and ability to display appropriate level of self-assurance.		X	X

c) Absence of an addiction problem for at least two years.		X	
d) No criminal record that prevents work with our client group or which would impact on ability to perform in the role or harm our reputation.	X		
e) Postholder must have a confidential space within the home to work from.	X		

Key for Method of Assessment: A-Application form I-Interview E-Exercises