

Job Description

Job Title: Frontline Services Day Adviser

Reports to: Frontline Services Team Leader

Directorate: Clinical and Community Services

Job Purpose

The Adviser's role is to assist in the delivery of an effective, responsive, safe service that identifies, triages, and provides a variety of targeted interventions to 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, Brief Interventions and extended brief interventions as well as referral into treatment services.

Through robust risk assessment, and joined up partnership working, the adviser also ensures that those experiencing gambling related harms are supported to access the most appropriate service, that best fits the presenting need and reduces the risk of further harm. The ability to communicate professionally, coherently, and sensitively is essential, as is the ability to respond appropriately to callers in crisis. The helpline is a busy, fast paced environment and so a sound knowledge of safeguarding and a degree of resilience is required.

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. To triage callers and ensure each person contacting the helpline receives the most appropriate intervention at that time.

4. 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
5. To discuss any caller concerns with the appropriate professional (e.g. Frontline Team Leader)
6. Provide the caller with appropriate material including GamCare or other approved branded leaflets.
7. 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.
8. To moderate and administer the GamCare Forum and Chat Room
9. To provide Gambling focused brief interventions and extended brief interventions to callers
10. To deliver extended brief interventions including 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 quickly navigate through call handling and database systems, as well as online resources to provide the caller with a joined up, seamless service.
3. To demonstrate commitment and flexibility to the shift pattern to deliver the Model of Care.
4. To attend regular supervision
5. 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.
3. To participate as required in the development of the service and extending the reach of the service to marginalised client groups
4. To actively promote organisational initiatives and ensure the correct information is being disseminated to callers and other professionals, as and when appropriate.

PHYSICAL RESOURCES:

1. Ensure that there are sufficient resources and materials for use with callers.
2. Ensure you can provide a quiet and confidential space within the home to work from, with good internet connection.

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

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

Knowledge

a) Experience of individual client work in an addictions or social care setting with adults and or young people.

b) Experience of triaging and risk assessing complex client groups and those facing low to high levels of safeguarding concerns

c) Knowledge of gambling and its related issues

d) Experience of liaison with voluntary and statutory agencies.

e) Experience of working with health professionals.

f) Experience of engaging effectively with service users

g) Knowledge and commitment to equal opportunities and anti-discriminatory practice.

h) Knowledge and experience of delivering Brief Interventions and extended brief intervention

i) Knowledge and Experience of delivering behaviour change techniques such as Motivational interviewing, CBT, SFBT, ACT etc

Skills and Abilities

a) High level of IT literacy and experience in using Microsoft Office and case management systems.

b) Ability to type quickly and accurately

c) Excellent interpersonal and communication skills in spoken and written English and the Ability to clearly and accurately complete written or electronic documentation

d) Willingness to work flexible as on occasion you may need to attend training outside of the rota.
e) Demonstrable ability to be sensitive to the needs of others; to empathically listen and respond appropriately to callers
f)
g) An interest in and a commitment to working with problem gamblers and their family and friends.
h) Ability to work within GamCare's policies, procedures, and guidelines
i) Ability to write client records, reports and fulfil data requirements.
Circumstances
a) Self-confident and resilient with ability to display appropriate level of self-assurance and self-care.
b) Ability to work effectively under pressure and without close supervision
c) Ability to work autonomously from home and also as part of a team
d) Postholder must have a confidential space within the home to work from.
e) Ability to maintain confidentiality and ethical and professional boundaries at all times
f) Absence of an addiction problem for at least two years.
g) 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.