

Recruitment Pack – Head of Clinical Governance & Partnerships

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Introduction from our CEO, Anna Hemmings

Right now, only a small number of the people estimated to be harmed by gambling in Great Britain receive support – according to data from across the National Gambling Treatment Service, around 3% of those people accessed support and treatment. Last year, more people reached out to us than ever before with a 9% increase in calls and chats, with our practitioners delivering over 55,000 treatment sessions and assessments – an increase of 14%. Recent research from Kings College London, [one of the largest studies of gambling treatment undertaken in recent years](#), shows that GamCare’s treatment is effective, and that significant improvement can be seen in the first three treatment sessions.

There is still work to be done to ensure GamCare is known as a first port of call for those affected by gambling harms and this new role of Head of Clinical Governance & Partnerships has the potential to make a significant difference to the standards, credibility and reputation of our treatment services now and into the future.

GamCare is a growing, thriving charity and we are offering candidates a rare opportunity to join at a key stage as we look to further establish our clinical governance and quality assurance frameworks, enabling you make a real mark on our continued success. You can read more about our ambitious targets in our [strategy for 2021-2024](#).

How to apply

The detailed job description for the role is included in this pack. If you have any questions about the role please feel free to either contact Rachel Hassan, our Director of Q&I (rachel.hassan@gamcare.org.uk) who will be line managing this role, or our HR Team (hr@gamcare.org.uk) If you wish to apply, please download and complete our application form and complete our Equal Opportunities survey. Both can be accessed via [our website](#).

We would be delighted to receive your application and look forward to welcoming the successful applicant to the GamCare team. Good luck with your application.

Anna

About GamCare

Founded in 1997, GamCare is the leading provider of information, advice and support for anyone affected by gambling harms. We operate the National Gambling Helpline, provide treatment for anyone who is harmed by gambling, create awareness about safer gambling and treatment, and encourage an effective approach to safer gambling within the gambling industry.

Our Ambitions

We have worked with staff and service users to identify four major strategic ambitions which will drive our work forwards in pursuit of our mission.

1. Gambling harms are widely recognised and prevented.
2. Universal access to effective tools and support.
3. Universal access to caring, evidence-led and integrated treatment.
4. GamCare's work is trusted, valued and effective.

Our Values

We are: **COLLABORATIVE** – Achieving more together

AMBITIOUS – Embracing future growth

LEARNING – Harnessing knowledge

LEADING – Shaping the agenda

Our Services

Our National Gambling Helpline (phone and live chat) services are available 24 hours a day. The service is free to call and provides live, confidential, one-to-one information, advice and emotional support, plus we can signpost to further sources of specialist help, including our face to face, online and telephone treatment services across the UK.

Our Helpline Advisers are specifically trained and can discuss what options are available, and they can offer coping strategies to those who want to change their gambling behaviour as well as support for others who are impacted by gambling.

Our online forum and chatrooms are available to anyone who wants to share their experiences and seek support from others. Threads include an area for new members, for supporting a problem gambler, recovery diaries, and information about Gamblers Anonymous and Gam-Anon meetings.

Our face-to-face treatment is available in a variety of locations around Great Britain, delivered by GamCare and our network of partner agencies. Our partners are funded to deliver our services, and all agencies receive ongoing training from GamCare to provide free, confidential treatment for anyone affected by problem gambling.

Our Impact

We are extremely proud of what GamCare, our partners, staff and service users have achieved together over the last year. It has been an incredible period of change, growth and challenge. We have continued to expand, develop, learn and ultimately meet the needs of more people experiencing gambling-harms. Below are the highlights of our activity and impact. You can read our full annual report on [our website](#).

Our Activity in Numbers

The Last Year: April 2020 to the end March 2021:

Support and Treatment

41,000 +



target chats / calls

- target calls/chats on the National Gambling Helpline (up 9%), including repeat call backs

27,024



individuals contacting Helpline

- individuals contacting the National Gambling Helpline (up 8% from 2019/20)

10,000 +



attended structured treatment

- 10,000+ people attended structured treatment

Engagement and Risk Reduction

14,797



professionals trained

- professionals working with at risk individuals received gambling awareness training (up 64%)

7,331



gambling awareness workshops

- gambling awareness workshops to young people

25,547



BigDeal page views

- page views of our BigDeal website for young people, parents, and teachers

▶ Safer Gambling Services (Gambling Industry-facing)

1,015



individuals trained

- People from gambling business, and other corporate staff, received safer gambling training

10



SGS assessments

- GamCare Safer Gambling Standard assessments undertaken for operators with multiple website domains

143



customer call transfer

- customer call transfers from gambling/other businesses directly to the National Gambling Helpline

▶ Outcomes

The majority of service users completing treatment moved from 'moderate' to 'healthy' gambling behaviour, and from 'problem gambling' levels to 'moderate' levels (using CORE-10 and PGSI measurement scores)



completed their treatment

- 79% of service users successfully completed their treatment (up 4%)



would recommend the Helpline

- 95% of National Gambling Helpline users would recommend the Helpline to someone else



would recommend treatment

- 100% of service users would recommend the treatment services to someone else



strong understanding

- 97% of youth-facing professionals report a strong understanding of the impacts problem gambling can have on a young person, after receiving training

Job Description

Job Title:	Head of Clinical Governance & Partnerships
Reports to:	Director of Quality & Innovation
Directorate:	Quality & Innovation
Direct Reports:	Quality Assurance & Data Protection Officer Clinical Risk Manager Contracts & Performance Manager

Job Purpose:

The Head of Clinical Governance & Partnerships is responsible for developing and maintaining clinical governance across GamCare's directly delivered services and the GamCare Partner Network.

This role will lead and establish clinical governance and quality assurance projects, including evaluation and change management initiatives that are required to improve, implement, and embed quality and governance frameworks and processes. Ensuring best practices and processes are in place across GamCare and Partner Network teams/services for consistent best practice in service delivery.

The post holder has a role in the development of the organisation's Quality & Innovation (Q&I) strategy, leading a team to support both the Director of Quality & Innovation and the Executive Leadership Team from a Quality Assurance perspective. The Q&I strategy will specify the roadmap GamCare will take to develop and create new competitive advantages within the field of behavioural addictions and achieve national and internationally recognised quality awards/standards.

Key Duties and Responsibilities

Specific Duties and responsibilities:

Leadership:

- Work collaboratively with Director of Quality & Innovation in areas of strategic business planning / management support and policy development.
- Work closely with health and social care partners at all levels, promoting and delivering partnership working.
- Lead the performance of direct reports and ensure service delivery areas are being met in line with strategic objectives.
- Manage capacity within the Q&I Team to ensure that projects are sufficiently resourced in order to deliver outputs, seeking funding contributions from appropriate sources as required.
- Manage the Q&I budget that includes partner payments ensuring effective control of spend.
- Design and implement a fit for purpose compliance process in line with GamCare's model of care that enables robust performance management of clinical operations.
- Support and direct the Clinical Risk Manager in the management of risks, supporting the accurate use of the electronic risk management system. Providing direction and guidance of escalation processes, providing clear recommendations and strategic

advice for remedial action. Identifying risks that should be monitored via the organisational risk register.

- Review system performance, highlighting solutions in unsatisfactory areas and work alongside the Contract & Performance Manager to develop performance management improvement plans as required.
- Lead the team to coordinate the process and production of standard operating procedures, emergency and contingency plans to achieve best working practices and demonstrate continuous improvement, consistent with agreed standards
- Work with Senior Learning and Organisational Development Manager to identify and develop appropriate training for clinical staff, including mandatory training and support the development of standardised training matrices and competency assessment.
- Support an Incident & Complaint management system which enables root cause and trend analysis through the production of accurate and detailed management information to drive and facilitate strategic decision making by the operational management and Executive Leadership Team
- Provide support and direction to the Quality Assurance & Data Protection Officer to develop robust Quality Management and Information Governance Frameworks.

Creating highly connected partnerships:

- Actively participate, lead and develop strong links with GamCare Partner Network and be a trusted point of contact and influence between Network partners and GamCare.
- Develop and manage relationships with all relevant stakeholder groups including NHS and wider external national and local providers and users of local services. This will include on-going communication about GamCare and the work we do, as well as opportunities for active stakeholder engagement & developing new partnerships where appropriate.
- Work closely with GamCare business insights colleagues and other directorates to ensure that strategic intelligence and evidence is available to support the work of Gamcare, including identifying emerging areas.
- Keep up to date with relevant external new initiatives and strategies, supporting the successful alignment of associated changes required within GamCare.
- Produce monthly and quarterly reports and feed into annual strategic reports on progress against the actions and outcomes set out in organisational operational and strategic business plans.
- Support the development of effective joint working arrangements with key national and local partners, including Integrated Care Systems.

Person Specification: Knowledge, Experience and Skills

All requirements are essential, unless identified as desirable (D)

Qualifications

- Educated to degree level or equivalent experience.
- Relevant professional qualification, for example, Post Graduate Governance qualification or equivalent experience.
- Able to evidence continuous professional development.

Experience

- Significant experience of leading high performing teams and engaging with people's developments.
- Experience of identifying, developing and maintain effective relationships with internal and external key stakeholders who are operating in senior influencing and decision-making roles.
- High level expertise in building and implementing Clinical Governance frameworks that provide assurance to the service users of the consistency and quality of service received.
- Demonstrable experience of generating creative and strategic impacting new ideas to solve complex problems.
- Experience of operating in a change focused environment, where due to different business demands, priorities may change frequently, requiring an agile and flexible approach.
- Highly experienced in digesting and interpreting large volumes of information and presenting these with brevity and impact to key stakeholders.
- A proven track record as a credible and influential leader of people, particularly where there is no line management to those who must be led or influenced.
- Excellent communicator with proven experience in operating effectively at senior levels, working with policy makers, speaking persuasively in public and inspiring confidence in a wide variety of audiences, including partners, service users and local communities.
- Voluntary/Third Sector experience/Health or Social Care (D).

Skills/Knowledge

- Ability to translate theoretical knowledge into practical advice and workable implementation plans.
- Ability to challenge the way change is being managed at all levels and to promote best practice constructively, sensitively and persistently.
- Highly organised, managing time, resources and competing priorities in a structured and efficient way.
- Good computer skills and experience of using the full range of Microsoft Office 365 applications
- Advanced ability to recognise and gain insight from quantitative and qualitative data.
- Generates new ideas and is innovative and creative when considering future options for delivering consistent and high-quality services with partners in the future.
- Proven ability to manage multiple projects simultaneously.
- Ability to link long-range strategy, visions, and concepts to daily work.
- Understanding of financial management principles and experience of delivering services within an allocated budget envelope.
- Adaptable, willing to be involved and be an effective team player.
- Displays ownership and accountability.

Working Circumstances

- Blended approach of both home working and office based
- Flexibility to work outside normal office hours as the role demands.

To be noted: 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 your line manager.

Employee Benefits

Salary & Leave

1. The salary for this role is £52,780 - £62,930 depending on experience. Salaries are usually reviewed annually based on affordability, with a cost of living increase applied to all staff in post as at 1 January; and subject to agreement, a performance related additional increase awarded to eligible staff.
2. 33 days basic annual leave entitlement per annum including bank holidays. After two years' completed service, entitlement is increased by 2 days, then another 1 day for the next 3 years to a maximum of 5 extra days. All entitlements are pro-rata equivalent for part time employees.
3. A generous Pension Scheme - GamCare contributes 6% and you contribute 2%.
4. Discretionary company sick pay after 6 months' service.
5. Discretionary Leave, where you can request to take unpaid leave for up to one year after five years continuous employment.
6. Maternity Leave & Shared Parental Leave entitlement up to 52 weeks leave, plus additional time off for antenatal care.
7. Adoption Leave for employees who have 26 weeks' continuous service up to 52 weeks leave, plus additional time off for adoption appointments.
8. Maternity Support Leave is paid for up to two weeks.

Support

9. Whilst the role will contractually be office based we are employing a hybrid approach to work, with colleagues encouraged to adopt a mix of home of and office-based working.
10. Employee Assistance Programme – 24 hour support with a range of issues, and access to up to 6 free confidential counselling sessions.
11. Flexible Working can be requested after 26 weeks' continuous employment.
12. Season Ticket Loans.
13. Training Loans up to £5,000 depending on your salary, working hours and length of service (where you can demonstrate the benefit to you and to GamCare).
14. Cycle to Work Scheme (help to buy a bike and equipment).
15. Contributions towards eye tests, and glasses if needed for working with display screen equipment.
16. GamCare has an active EDI Forum and Staff Network.