



<b>Job Profile</b>	
<b>JOB TITLE:</b> Online Support Team Leader	<b>REPORTS TO:</b> Online Support Team Manager
<p><b>JOB PURPOSE:</b></p> <p>The Online Support Team Leader is responsible for ensuring the effective delivery of services delivered by our team of Online Support Practitioners. This includes online appointments, email support, chatrooms and forums as well as a self-guided online support programme 'EmpowerMe'.</p> <p>The Online Support Team Leader is responsible for ensuring the delivery of an effective, responsive, safe, and well led service that provides personalised support for those experiencing gambling related harm. Overseeing a team of Online Support Practitioners, the Online Support Team Leader is responsible for leading on safeguarding, rostering and the smooth running of shifts while supporting staff with potentially complex and challenging contacts. This role will be in a supervisory capacity and will act as a resource of expertise.</p> <p>Online support is a growing area within GamCare, with additional interventions and services being development and adapted based on the feedback and needs of those that use our services.</p>	
<p><b>DIMENSIONS:</b></p> <ul style="list-style-type: none"> <li>• Direct Reports: a team of 7 Online Support Practitioners</li> <li>• Deliverables and KPIs within funder contractual agreements</li> </ul>	
<p><b>INTERNAL AND EXTERNAL CONTACTS:</b></p> <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Effective working relationships with Helpline and Online Services teams</li> <li>• Collaborative relationship with other team leaders within GamCare service delivery teams</li> <li>•</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Collaborative relationship with team leaders and practitioners within the National Gambling Treatment Services (NGTS)</li> <li>• Inputting into development of online service with external providers/developers</li> <li>• Information sharing with external agencies where appropriate</li> </ul>	
<p><b>OVERALL ACCOUNTABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Manage the daily operational processes of the Online Support Services ensuring services are providing best possible support to users and are delivered within agreed KPIs, including assigning work to Online Support Practitioners and coordinating priorities across various channels</li> </ul>	

- Line management of Online Support Practitioners, making sure that they are supported when delivering support across all services by facilitating checks ins, check outs, team meetings and debrief sessions as well as ensuring there is sufficient cover for the service delivery.
- Have effective communication, sensitively and empathetically dealing with contacts, following GamCare's policies and procedures, including daily monitoring of risk assessments and safeguarding attributes.
- Ensure there are appropriate resources and materials for staff to be able to function in their roles, contributing and leading monthly team meetings and development days
- Support the induction, training and development of staff providing effective leadership so that staff are happy, their wellbeing is prioritised, and good retention levels are maintained. Acting as a role model, foster a positive, professional environment and challenge inappropriate conduct.
- Support high standard of quality assurance, ensuring CRM issues are reported and fed back to Team Managers.
- To ensure effective communication and engagement with staff, and dissemination of information so that the team feel part of the wider organisation, updated and able to contribute to other areas such as working groups
- Attend team meetings, group supervision and any additional meetings requested by the Online Support Team Manager and ensure line reports do the same
- To sensitively uphold, as appropriate, GamCare's service procedures including confidentiality, safeguarding and GDPR.
- Advocate for and promote the Online Services both internally and externally, raising awareness of the services available to ensure they are as accessible as possible.
- Be first point of call for Online Support Team during working hours, ensuring availability is clearly communicated (e.g. up to date outlook calendar, messaging with availability if contacted and busy.)
- Supporting the ongoing reporting and evaluation of GamCare's Online Services by facilitating and encouraging strong working relationships with Data & Development team to evidence outcomes and area's of excellence/development.
- Lead in a strong yet empathic manner, acting as part of Management team to embody changes and new ways of working. Encouraging buy-in from team whilst supporting and challenging resistance to new ways of working. Escalating concerns when appropriate.
- Deputise for the Online Support Team Manager where appropriate

### **Person Specification – Essential Criteria**

The Online Support Team Leader will work collaboratively across the Remote Support Services function, providing support to the staff delivering support through a variety of online channels/

#### **Experience Criteria**

A relevant professional qualification (NVQ Level 3/Diploma upwards) in Psychology, Mental health, Addictions, Social Work, Nursing, Health & Social Care, Public Health, Leadership/Management or 2 years experience working in relevant environments.

**Experience**

- Experience delivering support services and interventions to vulnerable or complex cohorts
- Experience of supervising and supporting staff or volunteers ideally in a remote environment
- Experience of coaching, mentoring and performance management of staff/ volunteers
- Experience of undertaking risk assessment and planning and developing care plans

**Skills**

- Excellent communication (verbal and written) skills
- Ability to give constructive feedback
- Excellent IT skills with experience of working across digital platforms, call handling systems and CRMs
- Genuine interest in working within the field of Gambling addiction, treatment, early intervention, and prevention.
- Ability to take a non-judgmental approach to gambling and those experiencing gambling harms

**Circumstances**

- Able to attend meetings at GamCare's head office in London or other location around twice per year (expenses paid)
- Flexibility with working hours within service delivery hours (7am – 9pm) including approx. 2 evening per week.

**To be noted:** This job description will be reviewed regularly. 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.