

Job Profile

JOB TITLE: Treatment Team Leader

REPORTS TO: Service Manager

JOB PURPOSE:

The Treatment Team Leader leads the day-to-day clinical and operational delivery of safe, effective, and high-quality gambling treatment services across a defined service footprint, in line with GamCare's organisational priorities, service model, and delivery approach.

The role supports the Service Manager in driving continuous improvement through the use of evidence, insight, and lived experience to inform service development, improve outcomes, and strengthen understanding of service impact.

The postholder acts as a key link between strategic oversight and frontline practice, supervising practitioners, modelling best practice and ensuring delivery meets performance, quality and safeguarding expectations.

DIMENSIONS:

- Direct Reports: Gambling Support Practitioners
- Budgets managed: N/A
- Financial targets: N/A
- Key deliverables: In line with funding requirements and organisational priorities

INTERNAL AND EXTERNAL CONTACTS:

Internal:

- Operates as part of the Treatment leadership team
- Works closely with GamCare's Community Outreach and Training, and Education and Prevention teams
- Engages with internal services to support service delivery

External:

- Works with NHS, VCSE and statutory partners as required
- Supports effective step-up/step-down pathways (e.g. NHS Gambling Clinics, crisis services, Probation)
- Engages with service users and lived experience contributors to inform delivery and improvement

Date:

OVERALL ACCOUNTABILITIES:

Service Delivery

- Lead the day-to-day operational delivery of the treatment service, ensuring provision is safe, effective, accessible and responsive.
- Ensure consistent implementation of the organisation's Model of Care, including triage, assessment and allocation, delivery of interventions, step-up and step-down processes, and planned discharge and aftercare
- Monitor service activity, demand, and flow across the pathway, taking action to address capacity pressures, waiting times and engagement risks
- Maintain continuity of service delivery during periods of mobilisation, transition and service development, ensuring minimal disruption to service users

Team Leadership & Supervision

- Provide line management, supervision and support to Gambling Support Practitioners, ensuring staff deliver interventions safely and effectively, maintain professional standards and boundaries, and work within defined governance frameworks
- Lead on the recruitment, induction and ongoing development of staff within the team
- Monitor individual and team performance against agreed KPIs, providing feedback, coaching and structured support, and escalating concerns to management and HR as required.
- Promote staff wellbeing, engagement and retention, ensuring a supportive and psychologically safe working environment

Safeguarding and Governance

- Provide operational oversight of clinical delivery, ensuring interventions are evidence-based, consistent with the Model of Care and responsive to individual need
- Ensure all safeguarding and risk concerns are identified promptly, managed appropriately and escalated in line with organisational procedures
- Act as a key escalation point for complex or high-risk cases, working with Service Managers and relevant stakeholders as required
- Ensure staff actively engage in supervision and case review processes to support safe practice and risk management
- Ensure delivery is compliant with organisational policies and procedures, safeguarding and data protection legislation and clinical governance and quality standards

Quality Assurance & Continuous Improvement

- Embed quality assurance processes within the team, including case file reviews,

Date:

supervision audits, practice observation and feedback

- Monitor compliance with organisational standards, SOPs and service protocols
- Contribute to service improvement by identifying themes, risks and learning, supporting implementation of improvements, and feeding practitioner insight into wider service development
- Support a culture of continuous improvement and reflective practice

Performance, Data & Reporting

- Ensure accurate and timely recording of all service activity in line with case management and reporting requirements
- Monitor and manage team performance against activity targets, access and waiting time standards, engagement and completion rates and outcome measures (as defined within service specifications)
- Use data and performance information to identify trends and risks, inform operational decision-making and improve service delivery and outcomes
- Contribute to internal and external reporting requirements as required

Partnership Working & External Engagement

- Develop and maintain effective working relationships with external to support referral pathways, including Health services, statutory services, VCSE and community organisations
- Support coordinated, multi-agency responses to meet service user needs
- Ensure clear communication and supported handovers across services where required
- Contribute to partner engagement and service development activity where appropriate, in line with Service Manager direction

Person Specification

Essential Criteria

Qualifications

- Relevant professional qualification in health, social care, psychology, addiction or a related field (e.g. NVQ Level 4 or equivalent), or demonstrable equivalent experience with commitment to continuous professional development

Experience & Knowledge

- Proven experience in leadership and people management, within health, social care, or psychosocial support services
- Experience of supervising staff in the delivery of structured psychosocial interventions including cognitive behavioural and motivational approaches
- Working within multi-disciplinary or multi-agency service environments

Date:

- Supporting staff to manage complex risk and safeguarding with demonstrable experience of case management and supervision through CRM systems
- Working with vulnerable or high-risk populations (e.g. gambling harm, mental health, criminal justice)

Skills & Competencies

- Excellent interpersonal and communication skills, with the ability to clearly convey expectations to staff and report outcomes to senior management.
- Strong organisational skills, with the ability to manage competing priorities and to quickly adapt to changing and emerging needs while demonstrating flexibility and resilience.
- Confident use of IT systems, CRM systems and digital tools to support delivery and data recording with ability to interpret performance data and use insight to inform improvements
- Quality assurance and audit
- Commitment to values-led, trauma-informed and person-centred practice

Desirable Criteria

- Knowledge of gambling harms and specific related recovery interventions and strategies

Circumstances

- Flexibility in working hours and location, as per contract of employment.
- Able to travel to a number of locations and to attend meetings outside normal working hours

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.

Date: