



Job Profile

JOB TITLE:

Helpline Team Leader

REPORTS TO:

Helpline Team Manager

JOB PURPOSE:

As a **Flexible Helpline Team Leader**, you will oversee the efficient and effective delivery of our helpline services across various day teams. Unlike a standard team leader role, this position requires you to work on a **short-term rota**, which will regularly change to adapt to the dynamic needs of the service, including covering different shifts and responding to urgent demands. Your primary responsibility will be to lead the day-to-day operations, ensuring our services provide accurate information, appropriate advice, and comprehensive support to individuals affected by gambling harm. You will manage and support staff handling complex and challenging cases while maintaining high standards of safeguarding and service delivery.

DIMENSIONS:

- Direct Reports: Up to six part-time staff
- Deliverables and KPIs within funder contractual agreements.

INTERNAL AND EXTERNAL CONTACTS:

Internal

- Effective working relationships within Helpline and Online Services team (remote services).
- Collaborative relationship with Helpline Leadership Team within Remote Services.

External

- Collaborative relationship with team leaders and practitioners within the National Gambling Support Network (NGSN).
- Information sharing with external agencies where appropriate.

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OVERALL ACCOUNTABILITIES:

- Ensure that Helpline Advisers are supported when responding to contacts across all channels, leading on checks ins, check outs and team debriefs.
- Respond flexibly to service demands, including working across different shifts as required to ensure adequate cover.
- Communicate effectively, sensitively, and empathetically with incoming callers, following GamCare's policies and procedures.
- To be responsible for the coordination of allocation of any call-backs, Forum and Chatroom activity, adjusting schedules or resources as needed based on service demand.
- Ensure there are appropriate resources and materials for staff to be able to function in their roles.
- Daily monitoring of risk assessments and safeguarding attributes.
- Following and embedding HR and Operational policies and procedures as required.
- Overseeing the induction and training of new staff.
- Support high standard of quality assurance, ensuring technical issues are reported to external providers
- Provide effective leadership, supervision, support and individual line management supervision to staff.
- Ensure that there is effective communication and engagement with staff including the dissemination of information.
- Attend team meetings, training, group supervision and any additional meetings requested by Helpline Team Manager/s.
- To sensitively uphold, as appropriate, GamCare's service procedures including confidentiality and GDPR.

Person Specification – Essential Criteria

Team Leaders will work collaboratively across the Remote Support Services function, and assist the manager in recruitment, team building and new initiatives to support GamCare's ambitious strategy and increase in remote service availability.

Criteria

Experience

- Experience of working to safeguarding practices.
- Experience of coaching and/or mentoring within role.
- Experience of responding and managing different channels including telephone, digital and written.
- Experience of working with vulnerable cohorts within any one of the following groups: gambling, mental health, substance misuse, criminal justice, domestic abuse/safeguarding, homelessness/housing.

Skills

- Excellent communication (verbal and written) skills with the ability to provide 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 support, early

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intervention, and prevention with the ability to hold a non-judgmental approach to gambling and those experiencing gambling harms.

Circumstances

- The post holder will be required to work on a short-term rota that will change regularly to meet the needs and demands of the service. This includes being willing to work across both day and night shifts as needed (with reasonable notice).
- Able to attend meetings at GamCare's head office in London or other location around twice per year (expenses paid).

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.

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