

## Job Profile

<b>JOB TITLE:</b> Development Coordinator (Affected Others Programme)	<b>REPORTS TO:</b> Affected Others Programme Manager
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**JOB PURPOSE:**

The Development Coordinator will sit within GamCare’s Affected Others’ Gambling Harm Prevention Programme, which aims to prevent and reduce gambling-related harm experienced by individuals affected by another person’s gambling, known as affected others, across England.

Working as part of the programme team, the role will focus on the development of support, guidance, and services for affected others and professionals. This includes co-creating online resources with people with lived experience, developing guidance for professionals, and supporting the development of educational peer support services and training.

The programme prioritises support for key groups, including men, young adults (18–25), neurodiverse individuals, LGBTQIA+ communities, and people from ethnic minority backgrounds.

The Development Coordinator will be responsible for producing high-quality guidance, resources, and service developments, ensuring that safety is embedded across all outputs and that lived experience voices inform all aspects of the work. Using an iterative test and learn approach, the role will gather insights, contribute to continuous improvement, and adapt resources and services to better meet the needs of target groups.

The role will also contribute to programme performance through monitoring, evaluation, and reporting activities, and will support the Programme Manager in delivering against contractual and financial requirements.

- DIMENSIONS:**
- Direct Reports: None
  - Budgets managed: No direct budget responsibility; contributes to operational planning and resource management within programme budgets.
  - Targets/KPIs: Deliverables and KPIs within contractual agreements.

- INTERNAL AND EXTERNAL CONTACTS:**
- Internal:*
- Day-to-day interactions with Affected Others Programme Team, particularly the Programme Manager and Team Leader.
  - Regular interactions with the Senior Manager Education and Prevention and the Head of Community and Treatment.
  - Cross-team work with other education and prevention teams, particularly with the Women’s

Pathway; the Women's Pathway programme works closely with all women impacted by gambling harm, including Affected Others.

- Cross-team work with the Community Outreach and Treatment team.
- Helpline and Online Services Team.
- Lived Experience team.
- Quality and Safety team.
- Marketing, Brand and Engagement team.
- Data and Insights team.

*External:*

- Contact with professionals from our target sectors to engage and develop joint work.
- People with Lived Experience as an affected other from our target groups.
- Suppliers and other services which will support the development and delivery of the programme.

## OVERALL ACCOUNTABILITIES:

- **Programme Support** – Support the Programme Manager in the development of the programme, contributing to delivery against KPIs, timelines, and budget requirements.
- **Resource & Service Development** – Develop high-quality online and printed guidance and support for affected others and the professionals who support them. Work collaboratively with service teams to support the development of educational peer support and other support services.
- **Matrix Working** – Work collaboratively across programmes, including the Women's Pathway Programme, to ensure resources and services are aligned, avoid duplication, and benefit from shared learning. Build strong internal relationships to support consistent messaging, practice sharing, and continuous improvement.
- **Lived Experience Engagement** – Support the active involvement of people with lived experience as affected others, ensuring their input informs the co-creation of resources and support services.
- **Stakeholder Engagement** – Build and maintain relationships with professionals working with target groups to inform the development of resources and services, and promote programme outputs to relevant audiences.
- **Equality, Diversity & Inclusion (EDI)** – Embed EDI principles across all outputs, ensuring resources and services are accessible, inclusive, and responsive to the needs of target groups.
- **Learning & Insight** – Contribute to a culture of continuous improvement by applying a test and learn approach, gathering insights to refine and improve resources and services.
- **Impact & Evaluation** – Support the collection of data and insights to assess the effectiveness and impact of resources and services.
- **Monitoring & Reporting** – Contribute to programme monitoring and reporting by preparing written, statistical, and verbal updates on progress and outcomes.

## **PERSON SPECIFICATION**

### **Essential Criteria**

- Experience of designing and developing support resources or services using iterative test and learn approaches, incorporating feedback to improve outputs.
- Experience of creating accessible online and printed guidance, including materials for professional audiences.
- Experience of co-creating resources or guidance with people with lived experience.
- Experience of engaging with multiple stakeholders and organisations to support development work.
- Strong organisational skills, with the ability to manage competing priorities and adapt to changing needs.
- Excellent written and verbal communication skills.
- Experience of contributing to monitoring, evaluation or learning activities to inform service improvement.

### **Experience**

- Experience of adapting resources and materials to meet the needs of different cohorts or audiences.
- Experience of working within or alongside safeguarding, peer support, or co-production environments.
- Experience of working with feedback, insight, or user data to improve services or resources.
- Experience of contributing to the capture, documentation, and handover of learning from programmes or projects, including supporting transition or closure activities.

### **Skills**

- Ability to build effective working relationships with a range of stakeholders and partners.
- Ability to manage workload independently while contributing to wider team priorities.
- Ability to interpret feedback and translate it into practical improvements in resources or services.
- Strong attention to detail in developing high-quality written materials.

### **Knowledge**

- Understanding of safeguarding principles and how they apply to co-production, peer support, and resource development.
- Awareness of health inequalities and how they can impact access to support, health literacy, and self-advocacy.

### **Desirable Criteria**

- Knowledge of the impact of gambling-related harm, particularly on affected others.
- Understanding of confidentiality, data protection, and safeguarding requirements.
- Relevant professional qualification or accredited training in areas such as mental health, addictions, public health, health and social care, psychology, counselling, social work, nursing, or peer support (or equivalent experience).
- Experience supporting quality assurance and safety of services or resources.

### **Circumstances**

- Flexibility in working hours and location, as per contract of employment.
- Able to travel to a number of locations across England 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.