

Job Profile

JOB TITLE:

Online Support Practitioner

REPORTS TO:

Online Manager

JOB PURPOSE:

The Online Support Practitioner is responsible for the effective delivery of a range of services to people affected by gambling harms. The Online Support Practitioner will provide individual and group interventions and support with recovery at all stages.

Services delivered currently include group and 121 support via telephone, email, online chatrooms, forums and guided self-help support calls. The working hours of this role are flexible within the hours of 8am to 10pm.

DIMENSIONS:

- Meet targets and KPIs within objectives

INTERNAL AND EXTERNAL CONTACTS:
Internal:

- Support and debrief with volunteers
- Work with Helpline and Treatment services to deliver collaboratively a range of online support services

External:

- Liaise with external agencies and professionals to support the client group

OVERALL ACCOUNTABILITIES:

- Provide advice and information to gamblers and affected others through a variety of digital and remote channels including telephone, chatrooms, forums, email and video support
- Ensure that people are accessing the appropriate support services by conducting initial assessments and signposting effectively
- Provide recovery-orientated brief, extended brief, and longer-term structured psychosocial interventions to problem gamblers and affected others using motivational interviewing and cognitive behavioural approaches
- Provide case management and develop care plans and ensure that they are implemented and reviewed with clients with outcomes monitored

Date:

- Following processes and safeguarding procedures within timeframes and agreed targets ensuring that all safeguarding issues, including child protection and protection of adults at risk, are dealt with in accordance with GamCare policies and
- Contribute to the promotion and development of online support services, collaborating with data colleagues to provide case studies and stories whilst proactively contributing to service development
- Participate in peer supervision sessions, training, and management supervision, engaging in continuous person and professional development

Person Specification – Essential Criteria

Interest in online treatment and interventions, passionate about helping people overcome difficulties and change behaviours. An understanding of motivation, drivers and client engagement.

Experience Criteria

Professional qualification or demonstrated work experience (diploma or above) in Cognitive Behaviour Therapy, Counselling, Psychotherapy, Psychology, and Addictions.

Experience

- Experience in delivering support via digital channels
- Knowledge of gambling harms
- Understanding of safeguarding, data protection and the importance of confidentiality

Skills

- Ability to communicate effectively verbally and in writing via online channels
- Strong IT skills including Microsoft packages and video conferencing software
- Excellent time management abilities
- Ability to maintain clear and consistent boundaries with clients

Circumstances

- Flexibility in working hours delivering services between the hours of 8am and 10pm
- Able to attend meetings and events 1-2 times per year at HQ, London (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.

Date: