



## Job Profile

**JOB TITLE:** Services Team Leader – Women’s Pathway.

**REPORTS TO:** Programme Manager

### JOB PURPOSE:

The Team Leader is responsible for managing the delivery of effective, responsive, safe, caring and well-led provision across GamCare that identifies, supports and provides interventions for women at risk of or experiencing gambling related harms.

The Team Leader assists day-to-day delivery of a support service across the UK, alongside leading on operational planning, development and innovation, and participating in performance improvements, partnerships, engagement and business growth.

The post-holder will monitor the quality and performance of the service and provide recommendations for ensuring continuous, accessible, and inclusive support is available for women. The role will contribute to contract performance, monitoring and reporting, and delivery against contractual and financial requirements (supporting the Programme Manager).

### DIMENSIONS:

- Direct Reports: Gambling Harms Outreach and Engagement Practitioners (up to 2), and Women’s Services Officers (x2)
- Budgets managed: N/A
- Financial targets: N/A
- Targets: Deliverables and KPIs within contractual agreements

### INTERNAL AND EXTERNAL CONTACTS:

Internal:

- Operates as part of the Women’s Pathway management team and works closely with the wider GamCare regional service teams.
- Performance reporting to Programme Manager (and senior leadership) as required)
- Manages remote staff including Outreach and Engagement Practitioners, and Women’s Services Officers.
- Works jointly with other internal delivery services (such as Lived Experience Network, Helpline, Adult services, Young Peoples Service, Programmes, Financial Harms, Digital Services, and Money Guidance) to enhance service user journeys, and increase awareness of gambling related harms and the reach and impact of the service.
- Works with the Communications Team for service communication, promotion, and insight sharing.
- Works with the Data and Clinical Governance teams to ensure service quality and governance.

- Works with the People and Organisational Development Team in addressing all matters relating to staff recruitment, performance and any other employee related support.

External:

- Contributes to contract and performance reporting to funder.
- Key services, organisations and national and regional stakeholders including gambling support providers, statutory and voluntary services, and community services and groups.
- Women, women who gamble, women affected by another person's gambling, and service users to embed lived experience strategy within service delivery.

**OVERALL ACCOUNTABILITIES:**

- Lead the operational delivery of women-focussed services and support groups that identify, support and provide interventions for women at risk of or experiencing gambling related harms, to ensure an effective, responsive, safe, caring and well led service by working within relevant law, policies, standards and guidance.
- Incorporate the opinions and experiences of women with lived experience of gambling related harm in service delivery, by ensuring service users and other stakeholders are involved in the design, delivery, ongoing improvement and evaluation of the service and support spaces.
- Provide day-to-day support and as well as regular line management and case management supervision to supervisees (Outreach and Engagement Practitioners and Women's Services Officers) to ensure oversight and necessary action to support staff's individual performance and development needs as well as their wellbeing and integration, and to keep accurate records on this in line with internal line management policies (training will be provided).
- Support the Programme Manager to use service data to facilitate business decisions and reporting, and to identify occurrences and trends to be used in ensuring continuous learning and improvements.
- Develop excellent internal and external stakeholder relationships for the purpose of delivering excellence in service provision, development of resources and messaging, practice sharing and learning, continuous improvement, and expanding the reach and impact of the service.
- Support the Programme Manager to lead on the development of digital content that provides accessible and inclusive online support to women (women who gamble and women who are impacted others).
- Work with the Programme Manager to develop necessary operational processes and procedures to support the high-quality outcomes by providing clear guidance and expectations to the team; while ensuring the team's input is taken into consideration and those are in-line with Gamcare values and objectives.
- Provide leadership to staff within the Women's Pathway team to ensure competence to meet and develop job roles so that their work supports the service's objectives and high-quality outcomes for service users by working in line with GamCare's values, and strategic objectives, and focusing on the wellbeing and continued high retention of talented staff.
- Provide regular written, statistical and verbal reports and communications on service operational progress and performance, that includes analysis of learning and future opportunities.

- Lead on the recruitment, induction and competency development of new team members to ensure the selection of strong candidates and a clear robust induction process is in place for their integration into the team and wider organisation.

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

- Experience of working within services that involve multiple stakeholders, organisations and agendas ideally within the Health and Social Care field.
- Excellent leadership and people management skills.
- Excellent communication skills (verbal and written) with a broad range of audiences.
- Ability to manage competing demands, adapting plans to meet emerging needs and priorities.
- Data driven and results focused, proven ability to manage data/metrics and make data informed decisions.
- Analytical thinking - able to identify opportunities to improve, refine and enhance services.

### **Desirable Criteria**

#### **Qualifications/ Knowledge**

- A relevant professional qualification in Psychology, Mental health, Addictions, Social Work, Nursing, Health & Social Care, Public Health, Leadership / Management

Or

- Demonstrable relevant experience with a commitment to continuous professional development

#### **Experience**

- Engaging stakeholders at operational level internally and externally to gain buy in, and promote services and collaboration
- Experience of managing the delivery of psychosocial interventions and associated case management processes including assessment, risk and safeguarding management, and recovery planning
- Working with vulnerable cohorts within any one of the following groups, gambling harm, mental health, substance misuse, criminal justice, domestic abuse/safeguarding, homelessness/housing. Experience of supporting women with multiple complex needs is particularly desirable.
- Change management within services.

#### **Skills**

- Ability to operationally plan, develop and monitor services
- Performance management of services and staff
- Excellent IT skills

#### **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.