

Job Profile

JOB TITLE: Team Leader – Affected Others	REPORTS TO: Affected Others Programme Manager
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JOB PURPOSE:

The Team Leader 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 overseeing the delivery of online peer support services for affected others. This role holds operational leadership for Affected Others support services and reports into the strategic leadership of the Affected Others Programme Manager.

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

The Team Leader is responsible for managing the delivery of effective, responsive, safe, caring and well-led provision that identifies, supports and provides interventions for affected others in our target groups. They will monitor the quality, safety and performance of the service and provide recommendations for ensuring continuous, accessible, and inclusive support for our 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: Services Officers (1 in 2026/27, growing to 2 or 3 in 2027/28)
- Budgets managed: No direct budget responsibility; contributes to operational planning and resource management within programme budgets.
- Targets: Deliverables and KPIs within contractual agreements

INTERNAL AND EXTERNAL CONTACTS:

Internal:

- Day-to-day interactions with Affected Others Programme Team.
- 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.
- Human Resources 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.

OVERALL ACCOUNTABILITIES:

- **Leadership** - Lead the operational delivery of online interventions for affected others from our target groups, identifying and providing support for affected others at risk of or experiencing gambling related harms, which adhere to GamCare's Model of Care and Clinical Governance policies and procedures.
- **Line Management and Staff Development** - Provide day-to-day support and regular line management, supervision and reflection space supervision to the 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.
- **Quality and Safety** - Work with the Programme Manager to develop necessary operational processes and procedures to support the high-quality and safe outcomes by providing clear guidance and expectations to the team, in line with GamCare's Clinical Governance policies and procedures.
- **Safeguarding and Risk Management** - Act as an operational safeguarding lead for the service, ensuring appropriate risk identification, escalation, recording and staff support in line with Clinical Governance processes.
- **Service Development** - Work with the Affected Others Development Coordinator to co-design, pilot and refine peer support services, taking lead responsibility for implementation and delivery quality
- **Matrix Working** - Collaborate with the Women's Pathway Team Leader to ensure that resources and services are complementary, avoid duplication and benefit from mutual insights and learning. Develop excellent internal stakeholder relationships for the purpose of delivering excellence in support service provision, development of resources and messaging, practice sharing and learning, continuous improvement.
- **Working with Lived Experience** - Ensure lived experience voices are meaningfully embedded in service design, delivery and improvement processes.
- **Equality and Diversity** - Embed equality, diversity and inclusion principles across all deliverables,

ensuring that they are accessible and responsive to the needs of our target groups.

- **Learning and Insights** – Support a culture of learning within the programme team, building resources and support services on iterative, test and learn principles, gathering insights on how best to prevent and reduce gambling harm in our target groups.
- **Impact and Evaluation** – Support the Programme Manager with gathering data and insights into the impact of the service.
- **Monitoring and Reporting** – Support the Programme Manager by providing regular written, statistical and verbal reports and communications on the service’s progress.
- **Recruitment and Onboarding** – 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

Essential Criteria

- A 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 leadership.
- Experience of managing and developing high-performing teams.
- Experience of safeguarding principles and how they apply to support services, peer support and co-production.
- Strong organisational skills, with the ability to operationally plan, develop and monitor support services. Ability to manage competing demands and prioritise effectively, adapting plans to meet emerging needs and priorities.
- Excellent written and verbal communication skills.

Experience

- Experience of working with our target groups (Men, young adults between 18 and 25, neurodiverse people, people who identify as LGBTQIA+, and those from ethnic minority communities) in one of the following areas: gambling harm, mental health, substance misuse, or addictions.
- Experience of managing the delivery of peer support interventions and management processes including assessment and risk and safeguarding management.

Skills

- Ability to manage workload independently while contributing to wider team priorities.
- Ability to create a supportive and reflective environment for a service delivery team.
- Ability to interpret feedback and translate it into practical improvements to services.

Knowledge

- Knowledge of health inequalities and how this may impact people’s health literacy, their ability to advocate for themselves and to seek help.

Desirable Criteria

- Knowledge of the impact of gambling harm, particularly on Affected Others.
- Knowledge of confidentiality requirements and data protection obligations.
- Experience of designing and developing support services using iterative, test and learn

principles, making adaptations and improvements based on learning.

- Experience of engaging multiple stakeholders and organisations.
- Change management within services.

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.