

## Job Profile

**JOB TITLE:**

Outreach & Engagement Practitioner

**REPORTS TO:**

Team Leader/Service Manager

**JOB PURPOSE:**

The outreach and engagement practitioner will communicate with members of the public, to local community groups and professionals to identify problem gambling and ensure pathways into the service are seamless and widely understood.

The post holder will build effective working partnerships with professional services, through information sharing on gambling related harms, networking and creating new referral pathways. The role will be integral in making the service visible, accessible and embed support for gambling related harm across communities.

The post holder will actively plan and deliver community campaigns, offering a wide range of localised services including distributing materials, drops ins and public stalls.

The post holder will provide advice, brief and extended brief interventions to people affected by gambling harms, in a range of settings as well as identifying the need for more structured interventions and facilitating seamless referral through to the service and managing a client caseload where required.

**DIMENSIONS:**

- Direct Reports: N/A
- Budgets managed: £ N/A
- Financial targets: £ N/A
- Targets: Contribute to deliverables and KPIs within contractual agreements

**INTERNAL AND EXTERNAL CONTACTS:**
**Internal:**

- Operates as part of a regional services team, working alongside other service staff including practitioners, data and administration, and management team
- Regional Services team - working as part of the wider regional services team, collaborating and supporting colleagues across services
- Works with other internal delivery services (such as Helpline, Young People, 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

Date:

insight sharing

- Works with the Quality and Innovations directorate to ensure service quality and governance

**External:**

- Key service partners and regional stakeholders including gambling support providers, statutory and voluntary services, and community services and groups, to support holistic client support, service visibility and referral pathways
- System Coordinator to support operational effectiveness and continuous improvement across the gambling support system
- Service users for direct service provision and also to support the incorporation of lived experience within service delivery

**OVERALL ACCOUNTABILITIES:**

- Development and maintenance of relationships with local services and communities, providing information to support identification of gambling harms and pathways into service
- Development of collaborative working relationships with external agencies, professionals and groups to facilitate multi agency approach and improve wider support networks in support of recovery pathways
- Participation in service promotion, networking activities and events to support visibility and ongoing development of the service, and to proactively respond to the needs identified within the region
- Responsible for clear communication and effective engagement of clients to enhance access to the service by following training and guidance
- Implementing safeguarding procedures to be compliant with legal and ethical standards by complying with policy documents and direction from senior leaders
- Participating in training and development opportunities to improve on standards of service delivery and to ensure the service offer to clients is of the highest standard
- Provision of safe, effective, person-centred and evidence-based assessment of need, recovery planning and recovery focused brief intervention, extended brief intervention, and structured psychosocial interventions to those at risk of or experiencing gambling harms using motivational interviewing and cognitive behavioural approaches
- Engaging productively in supervision and case management processes to review cases and interventions to ensure the most appropriate approaches to facilitate recovery, and continuous development of own practice
- Challenge and endeavor to reduce barriers to treatment for all persons in order to improve inclusive offer of treatment and to reduce stigma for those reaching out for support by challenging discriminatory behaviour in self, others and service
- Keep timely, accurate records, in line with case management and recording guidelines, and the necessary data for reporting and evaluation purposes.

**Person Specification – Essential Criteria**

- a. Professional qualification in Health, Social Care, Psychology, Youth or Community Care, e.g. NVQ Level 3 or above or Diploma in Mental Health Nursing, Addiction Studies

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Or

b. Demonstrable experience of working in the field of health or social care with a commitment to continuous professional development

- Experience of community-based work, working productively with local services, initiatives and cultural sensitivities to develop collaboration and partnerships opportunities
- Excellent communication skills (verbal and written) including the ability to present to and tailor content for a range of professional and public audiences on sensitive topics
- Excellent time management, planning and organisational skills including the ability to manage competing priorities
- Engaging stakeholders at operational level internally and externally to promote service and collaboration, and to ensure effective support pathways
- Analytical thinking - able to identify opportunities to improve performance and enhance the service provided to clients

### **Desirable Criteria**

#### **Qualifications/ Knowledge**

- Knowledge of the range of interventions that can be deployed to support an individual at risk of or experiencing gambling harms and how and when they are most effective
- Knowledge of and a proven commitment to equal opportunities and anti-discriminatory practice

#### **Experience**

- Engaging with service users who are seeking a change in behaviour to overcome harm caused
- Working within services that involve multiple stakeholders, ideally within the Health and Social Care field
- Use of data and case management systems to record client information, interventions and risk and safeguarding information
- Managing a caseload of varying needs and associated case management processes including assessment, risk and safeguarding management, and recovery planning

#### **Skills**

- Recording and note taking in effective and accurate manner
- Ability to maintain clear and consistent boundaries with clients
- Excellent IT skills including Microsoft packages and video conferencing software

#### **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.

Date: