

Job Profile

JOB TITLE:

Gambling Support Practitioner

REPORTS TO:

Team Leader

JOB PURPOSE:

The Gambling Support Practitioner delivers safe, effective, person-centred and evidence-based psychosocial interventions, through extended brief interventions and structured treatment, to adults affected by gambling-related harm.

The role supports individuals at different stages of need by undertaking assessment, formulation and recovery planning, and by delivering interventions in line with the organisation's objectives and Model of Care, contributing to positive recovery outcomes while working within defined governance, safeguarding and quality frameworks. They will ensure that psychosocial and recovery support interventions are delivered as part of cohesive recovery plans and work collaboratively with external and partner organisations to achieve positive outcomes.

The post holder works as part of a multidisciplinary service team, delivering interventions through face-to-face, digital and telephone formats as appropriate, and adapting delivery to support engagement, accessibility and continuity of care.

The role focuses on treatment delivery, risk management, engagement and outcomes, with practitioners exercising professional judgement within agreed protocols and escalating complexity, risk or capacity concerns through supervision and internal processes.

DIMENSIONS:

- Direct Reports: N/A
- Budgets managed: £ N/A
- Financial targets: £ N/A
- Targets: In line with funding requirements and organisational priorities

INTERNAL AND EXTERNAL CONTACTS:
Internal:

- Operates as part of a treatment team
- Works closely with GamCare's Outreach and Training, and Education and

Date:

Prevention teams

- Engages with internal specialist services (e.g. Helpline, Financial Harms, Women Pathway, Lived Experience...etc.) to support coordinated care pathways

External:

- Works with external agencies and professionals within established referral pathways to support coordinated, person-centred care
- Engages with service users and, where appropriate, carers or affected others as part of recovery-focused intervention delivery

OVERALL ACCOUNTABILITIES:

Clinical / Treatment Delivery

- Deliver structured and semi-structured psychosocial interventions aligned to the organisation's Model of Care, including brief, structured and relapse-prevention interventions
- Undertake comprehensive assessments, develop formulation, and co-produce recovery plans that are proportionate to need and complexity
- Apply evidence-based approaches (e.g. CBT-informed, motivational techniques) in a flexible and person-centred manner
- Manage and review caseloads proactively to ensure progress, engagement and appropriate step-up/step-down of care
- Adapt delivery methods (face-to-face, digital, telephone) to maximise accessibility, engagement and continuity

Risk Management and Safeguarding

- Identify, assess and respond to risk, including gambling-related harm, mental health concerns, financial vulnerability and safeguarding risks
- Implement risk management plans in line with organisational policy and professional guidance
- Escalate safeguarding concerns, risk issues or complexity promptly through supervision and line management structures
- Maintain clear and appropriate professional boundaries at all times
- Contribute to multi-agency safeguarding processes where required, within established protocols

Engagement and Recovery Outcomes

- Engage individuals in treatment through effective communication, rapport building and persistence in contact strategies
- Promote recovery-focused practice, supporting individuals to identify goals, build resilience and sustain behavioural change
- Monitor and review outcomes with service users, adjusting intervention plans as

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needed

- Work inclusively to reduce barriers to access and support equitable engagement across diverse populations
- Support service users to access wider support (e.g. financial, health or social services) through existing pathways

Case Recording, Data and Quality Assurance

- Maintain accurate, timely and audit-ready case records in line with organisational recording standards
- Ensure all contacts, risk updates, interventions and outcomes are documented appropriately within case management systems
- Contribute to the collection and quality of activity, outcome and performance data
- Participate in audits, case file reviews and quality assurance processes, responding to feedback constructively
- Ensure compliance with information governance, confidentiality and data protection requirements

Collaborative Working within Defined Pathways

- Work within established internal and external referral pathways to support coordinated, person-centred care
- Communicate effectively with colleagues and relevant professionals to support continuity and safety of care
- Contribute practitioner insight to service improvement through team meetings, supervision and internal forums
- Engage with specialist services (e.g. financial harms, digital, helpline) as part of coordinated care delivery

Professional Development and Practice Standards

- Participate fully in regular supervision, reflective practice and case discussions
- Maintain and develop professional knowledge and skills through training and continuous professional development
- Work in line with organisational policies, procedures and professional standards
- Reflect on practice and implement learning from supervision, audit and service development activity

Delivery within Specialist or Priority Pathways

- Deliver interventions within specialist or priority pathways (e.g. criminal justice, health-related or other defined cohorts) as required
- Operate within agreed governance, risk and information-sharing frameworks specific to those pathways
- Adapt practice appropriately to meet the needs and risks of specific cohorts while remaining within role boundaries
- Escalate complexity or system-related issues to Team Leader or Service Manager as appropriate

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Person Specification

Essential Criteria

Qualifications

- Relevant professional qualification in health, social care, psychology, addiction or a related field (e.g. NVQ Level 3 or equivalent), or demonstrable equivalent experience with commitment to continuous professional development

Experience & Knowledge

- Experience of managing a client caseload and delivering psychosocial interventions, including cognitive-behavioural and motivational approaches
- Working within multi-disciplinary or multi-agency service environments
- Experience of working within governance, safeguarding and supervision frameworks
- Supporting individuals with complex needs, safeguarding and risk presentations
- Using case management systems and contributing to service data and outcomes

Skills & Competencies

- Strong interpersonal and communication skills (verbal and written) with professionals and people from diverse backgrounds
- Ability to manage time, workload and competing priorities effectively
- Managing a caseload of varying needs and associated case management processes including assessment, risk and safeguarding management, and recovery planning
- Ability to record work accurately and in line with service standards
- Excellent IT skills including Microsoft packages and video conferencing software
- Confident use of digital systems and remote delivery platforms

Desirable Criteria

- Experience working within services that involve multiple stakeholders, ideally within the Health and Social Care field
- Experience of supporting people affected by gambling related harm or other addictions
- Knowledge of equality, diversity and anti-discriminatory practice

Circumstances

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

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be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.

Date: