

Job Profile

JOB TITLE:
Women's Services Officer

REPORTS TO:
Team Leader

JOB PURPOSE:

The Women's Services Officer will facilitate holistic support spaces for women who are experiencing harm from their own gambling or the gambling of someone in their life. They will collaborate and co-create online and/or face-to-face support with the women with lived experience, and share learning, insights and good practice approaches for support across GamCare.

Working closely with colleagues, particularly in Remote Services and Digital teams, to ensure referral pathways for women are established. They will plan and facilitate support groups for women, either face-to-face or online.

DIMENSIONS:

- Direct Reports: No
- Budgets managed: £ --
- Financial targets: £ --
- Deliverables:
 - peer support offers for women who are experiencing harms from their own gambling
 - peer support offers for women who are affected by another person's gambling
 - co-facilitated support groups for families experiencing gambling related harm
 - recruiting women to participate in peer support group

OVERALL ACCOUNTABILITIES:

- Facilitate support spaces (online and face-to-face) for women, in line with GamCare's Model of Care, in order to address the specific needs and challenges experienced by women experiencing gambling harm.
- Record client information on the client management system, including client registration, risk screening outcomes, and safety requirements.
- Develop content based on Lived Experience input, that provides an accessible support journey for women, aligning with existing offers including but not limited to the Adult Support Services and the National Gambling Helpline and services.
- Conduct assessments for participants of the group to understand their specific needs and support requirements, making onward referrals to Adult Support Services if needed.
- Support the embedding of referral pathways with internal and external services to enable women to access Women's Pathway support.

- Work closely with the Lived Experience community both in person and online, to understand audience needs and preferences and adapt delivery and content accordingly.
- Stay up to date with the latest trends and best practices in peer support provision and gender responsive care and utilise this within your work.

Person Specification

Experience Criteria

Qualifications/ Knowledge

- N/A

Experience

- Experience in facilitating and shaping support spaces for the needs of specific groups, preferably with a focus on recovery approaches in the gambling harm sector.
- Experience in working with vulnerable women 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.

Skills

- Ability to work collaboratively with cross-functional teams
- Ability to plan and facilitate multiple support groups for a diverse audience
- Developing support offers that meets the needs of specific groups experiencing harms.
- Project administration skills, including record-keeping and monitoring
- Meeting and group planning skills, including coordinating the delivery of multiple support offers at one time.
- Good written communication skills, promoting services externally (leaflets, blogs, webpage etc.) that engage a diverse audience and underrepresented communities.

Circumstances

- Flexibility in working hours and location, as per contract of employment.
- Able to attend meetings and events outside of normal working hours if required

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.