



Job Profile

JOB TITLE:

Helpline Adviser

REPORTS TO:

Helpline Team Leader or Helpline Team Manager

JOB PURPOSE:

GamCare's Helpline Advisers provide advice, information, and support to those affected by gambling harms. Support is delivered through a growing number of channels including telephone, live-chat, Facebook, WhatsApp, chatrooms, forum and new channels SMS and email.

Your role will be pivotal in providing non-judgmental guidance and direction, supporting those that contact our Helplines to take the next step in their recovery. You will be part of the Remote Services team which is in GamCare's Services directorate.

In addition to Helpline support services, GamCare's Remote Services team currently facilitate support across a growing number of channels which include online appointments through practitioners and recovery coaches and an online guided self-help support programme. Helpline Advisers contribute to the development and enhancements of these services.

Advisers deliver Brief Interventions and Extended Brief Interventions using facilitation skills in line with our internal protocols and structures (Model of Care) and Advisers often speak to those in crisis, signposting to external agencies and organisations, and Advisers also refer to structured support within the National Gambling Support Network

All advisers are required to have the ability to communicate professionally, coherently, and sensitively. The Helpline is a busy, fast-paced environment where a sound knowledge of safeguarding, GDPR and confidentiality policies and procedures are required along with the ability to adapt communication style as appropriate.

DIMENSIONS:

- Performance targets and KPIs within funder contractual agreements
- Work in line with GamCare's core values
- Maintain and develop positive working relationships across the organisation to highlight the work of the Helpline

INTERNAL AND EXTERNAL CONTACTS:**Internal**

- Operates as part of the Remote Support Services team, working alongside other service staff including Online Support Practitioners, Lived Experience Coordinators, data and development staff, Managers and Team Leaders

- Works with other internal delivery services (such as regional teams, 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 insight sharing
- Works with the Quality and Innovations directorate to ensure service quality and governance

External

- 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:

- Deliver non-judgmental, confidential support to callers who are affected by gambling harm in order to be service user focused in the interventions provided depending on the needs of the individual caller.
- Communicate effectively, sensitively, and empathetically with incoming callers, following GamCare's policies and procedures to ensure consistency in maintaining our high standard of support
- Conduct callbacks delegated by Team Leaders to medium and high-risk callers to offer further support and advice where appropriate.
- Maintain a sufficient level of understanding around problem gambling; its causes, related issues and knock-on effects in order to provide callers tailored support through brief or extended brief interventions.
- Develop understanding of the more complex issues that service users can experience due to gambling related harm. e.g. cultural behaviours. To support in the continuous development of the Helpline by being an active member of the wider organisation.
- Demonstrate the ability to explore wider and/or underlying issues callers may be experiencing by using active listening skills in order to respond appropriately in line with Safeguarding procedures.
- Be committed to following Helpline specific guidance and using our Model of Care to ensure each caller receives an appropriate, high level of support by taking responsibility over changes in best practice and Helpline developments.
- Conduct assessments of Risk and Safeguarding and respond and/or escalate Safeguarding concerns in line with our procedures in order to keep service users safe from harm.
- Attend mandatory training and keep up to date with any policy/ process changes by using our learning management system and taking accountability for professional development.
- Attend Team Meetings, Group supervision and any additional meetings

required to ensure all staff are following current policies/ guidance and to promote a continuing positive team spirit within the Helpline.

- To sensitively uphold, as appropriate, GamCare service's procedures including confidentiality and GDPR and have knowledge of why this is required. To ensure the Helpline is in line with best practice and legislation when handling service user's data.
- Take responsibility over promoting and moderating the Forum & Chatroom on a rota basis to ensure service users are provided with safe spaces to give and receive peer support.

Person Specification – Essential Criteria

Experience

- Professional qualification in Health, Social Care, Psychology, Youth or Community Care, e.g., NVQ Level 3 or above or Diploma in Mental Health Nursing, Counselling, Addiction Studies, Advice and Guidance or
- Demonstrable experience of working with vulnerable people experiencing addiction harm and/ or other complex needs

Skills

- Excellent communication (verbal and written) skills
- Excellent IT skills with experience of working across digital platforms, call handling systems and CRMs
- Demonstrated ability to respond to feedback during coaching/development processes
- The ability to take a non-judgmental approach to gambling and those experiencing gambling harms with genuine interest in working within the field of Gambling addiction, treatment, early intervention, and prevention

Circumstances

- The Helpline operates 24 hours a day, 365 days per year. The post holder will work within their allocated team's rota which includes shifts spread across evenings and (two out of four) weekends.

We welcome applications from those with lived experience of gambling related harm, those with lived experience are offered additional support.

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.