

## Job Profile

**JOB TITLE:**

Affected Others Services Officer

**REPORTS TO:**

Team Leader – Affected Others

**JOB PURPOSE:**

The Services Officer 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 delivering online peer support services for affected others. This role will facilitate non-clinical peer support spaces for people who are experiencing harm from the gambling of someone in their life.

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

The Services Officer will plan and facilitate effective, responsive, safe, caring and well-led provision that identifies, supports and provides interventions for affected others in 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: None
- Budgets managed: No direct budget responsibility
- 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.

*External:*

- People with Lived Experience as an affected other from our target groups.

## OVERALL ACCOUNTABILITIES:

- **Service Delivery** - Facilitate online educational peer support spaces for affected others in order to address the specific needs and challenges experienced by our target cohorts.
- **Service Development** - Develop content based on Lived Experience input, which provides an accessible support journey for affected others, aligning with other existing GamCare offers.
- **Safeguarding and Risk Management** - Support appropriate risk identification, escalation, and recording in line with Clinical Governance processes.
- **Needs Assessment** - Conduct non-clinical wellbeing and support needs assessments to inform appropriate onward referrals where required.
- **Enabling pathways to ongoing support** - Support the embedding of referral pathways with internal and external services to enable affected others to access the support space.
- **Working with Lived Experience** - Work closely with the lived experience community both in person and online.
- **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.
- **Building Knowledge** - Stay up to date with the latest trends and best practices in peer support provision and utilise this within your work.
- **Monitoring and Insights** - Record participation and engagement in the support spaces and suggest adaptations to ensure consistent and sustainable engagement in the offer.

## Person Specification

### Essential Criteria

- 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 of adapting resources and services dependent on the needs of the cohort.
- Strong organisational skills and project administration skills, including meeting and group/forum planning and logistic skills, record-keeping, and monitoring.
- Excellent written and verbal communication skills.

### Experience

- Experience of safeguarding principles and how they apply to support services, peer support and coproduction.

### Skills

- Ability to work collaboratively with cross-functional teams.
- Ability to deliver multiple support groups for diverse audiences.
- 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**

- Knowledge of the impact of gambling harm, particularly on Affected Others.
- 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.
- Knowledge of confidentiality requirements and data protection obligations.
- Experience in co-creating content to support vulnerable adults.
- 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.

**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.