

Job Profile

JOB TITLE:

Outreach & Training Practitioner

REPORTS TO:

Outreach & Training Team Leader

JOB PURPOSE:

The Outreach & Training Practitioner plays a key role in GamCare’s public health approach to preventing gambling harm and supporting early intervention through the Community Outreach & Training service. The position is focused on increasing awareness of gambling-related harm, reducing stigma, promoting early identification of risk, and encouraging people to seek support at an early stage.

Working closely with external partners and stakeholders, the postholder delivers awareness raising, information sharing, free training, and workforce engagement activities to improve understanding of gambling harms and strengthen pathways to appropriate support.

The role is also important in ensuring that GamCare’s services are visible, accessible, and embedded within local communities. This includes planning and delivering community-based prevention activities such as awareness sessions, workshops, drop-ins, and public engagement events, informed by local insight and lived experience.

In addition, the postholder provides Brief Interventions in community settings, helping individuals recognise potential gambling-related harm and supporting early help-seeking through safe and appropriate signposting to services, including the National Gambling Helpline and specialist treatment providers where needed.

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

Date:

- Operates as part of a Community Outreach and Training team
- Works closely with GamCare’s Treatment and Education & Prevention teams
- Lived Experience & Participation, Communications, and Partnerships teams
- Works collaboratively with Education & Prevention and other internal training-delivery teams to maintain alignment between outreach activity, workforce education and wider organisational training offers.

External

- Local Authorities, local community and statutory services
- Community groups and VCSE partner organisations
- Professionals and services engaging in outreach or training activity
- Community Champions and lived-experience contributors
- National and local organisations working to address gambling harms

OVERALL ACCOUNTABILITIES:

Outreach & Early-Intervention Delivery

- Deliver prevention-focused community outreach activity, including free training & workshops, drop-ins, public stalls, awareness events and community engagement sessions.
- Deliver Brief Interventions in community settings, using motivational techniques to support awareness and behaviour change.
- Encourage early help-seeking and provide safe, proportionate signposting to appropriate support, including the National Gambling Helpline and treatment services.
- Raise awareness of gambling-related harms, reduce stigma and promote understanding of available support for individuals and affected others.
- Engage proactively with underserved or seldom-heard communities using culturally responsive and inclusive approaches.
- Work within agreed protocols and escalation routes, recognising boundaries of the role.

Workforce Education & Training

- Deliver free training and workshops for professionals and community stakeholders, in line with the agreed workforce education offer, building confidence to recognise gambling-related harm and initiate early conversations.
- Ensure training delivery meets quality, accessibility and accreditation standards.
- Ensure the collection of feedback and learning data to inform continuous improvement of training content and delivery.
- Maintain awareness of centrally delivered and income-generating training programmes, supporting consistent messaging and appropriate signposting within delivery activity, in line with guidance from the Team Leader and relevant internal

Date:

teams.

Community Champions & Lived Experience

- Recruitment, training and ongoing engagement of Community Champions
- Identify and collaborate with Community Champions and those with lived experience to extend reach into communities, support engagement activity and gather local insight as well as to develop and improve tools to reach, successfully engage and support individuals at risk or impacted by gambling related harms
- Support the ethical and meaningful involvement of lived-experience contributors in outreach and awareness activity.

Partnerships & Community Engagement

- Build and maintain effective relationships with local authorities, statutory services, local community services and organisations, VCSE partners and professionals to support outreach delivery and referral pathways.
- Identify and support the development of opportunities to extend reach into underserved and seldom-heard communities, informed by local insight and lived experience.
- Support the identification of partnership and collaboration opportunities through delivery activity, working in line with guidance from the Team Leader and relevant internal teams to ensure coordinated external engagement and clear stakeholder ownership.

Governance & Data

- Deliver all activity in line with GamCare safeguarding, data-protection and governance policies.
- Record all delivery activity accurately and in a timely manner using agreed systems.
- Participate in supervision, reflective practice and quality-assurance processes to support safe and effective delivery.

Person Specification

Essential Criteria

Experience & Knowledge

- Experience delivering community-based outreach, engagement or prevention activity.
- Understanding of gambling-related harm within a public-health, prevention or early-intervention context.
- Experience holding supportive conversations to raise awareness and encourage behaviour change.
- Understanding of safeguarding, confidentiality and professional boundaries.

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Skills & Competencies

- Strong interpersonal and communication skills, with the ability to engage and build rapport with professionals, and individuals from diverse backgrounds and communities.
- Strong presentation and facilitation skills, with experience delivering training, workshops, and awareness sessions to professionals and partner organisations.
- Ability to deliver sensitive messages in a non-judgemental, stigma-reducing way.
- Good organisational and time-management skills.
- Confident use of IT systems and digital tools to support data recording and reporting.

Desirable Criteria

- Experience delivering Brief Interventions or similar early-intervention approaches.
- Experience working within VCSE, public health or commissioned services
- Experience of lived-experience-led or peer-supported models.

Circumstances

- Flexibility in working hours and location, as per contract of employment.
- Able to travel to a number of locations, and to attend meetings and events 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: