

**Job Profile**

<b>JOB TITLE:</b> Outreach & Training Team Leader	<b>REPORTS TO:</b> Community Outreach & Training Manager
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**JOB PURPOSE:**

The Outreach & Training Team Leader provides operational leadership and direct delivery within GamCare’s Community Outreach & Training service. The role leads a team of Outreach & Training Practitioners while also contributing to frontline delivery of outreach, early-intervention and workforce education activity.

The Outreach & Training Team leader ensures high-quality, consistent and culturally responsive delivery of community outreach, brief interventions, Community Champions activity and free C training, aligned with national standards, treatment pathways and the National Gambling Helpline.

The postholder acts as a key link between strategic oversight and frontline practice, supervising practitioners, modelling best practice and ensuring delivery meets performance, quality and safeguarding expectations.

- DIMENSIONS:**
- Direct Reports: Outreach & Training Practitioners
  - Budgets managed: n/a
  - Financial targets: N/A
  - KPIs: In line with funding requirements and organisational priorities

- INTERNAL AND EXTERNAL CONTACTS:**
- Internal:**
- Operates as part of a Community Outreach and Training team
  - Works closely with GamCare’s Treatment and Education and Prevention teams
  - Engages with internal services to support service delivery
  - 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 and local community and statutory services
- Community groups and VCSE partner organisations
- Professionals and services engaging in outreach and training activities
- Community Champions and lived-experience contributors
- National and local organisations working to address gambling related harms

## **OVERALL ACCOUNTABILITIES:**

### **Team Leadership & Supervision**

- Provide day-to-day leadership, supervision and support to Outreach & Training Practitioners, promoting wellbeing, professional development and high-quality practice.
- Lead on the recruitment, induction and ongoing development of staff within the team.
- Monitor individual and team performance against agreed KPIs, providing feedback, coaching and structured support, and escalating concerns to management and HR as required.
- Promote staff wellbeing, engagement and retention, ensuring a supportive and psychologically safe working environment.

### **Outreach & Early-Intervention Delivery**

- Lead the delivery of prevention-focused community outreach activity, including training & workshops, drop-ins, public stalls, awareness events and community engagement sessions.
- Lead and 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.

### **Community Champions & Lived Experience**

- Lead the recruitment, training and ongoing engagement of Community Champions

- Ensure Community Champions activity is safe, inclusive, well-supported and aligned with service objectives.
- 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
- Embed lived-experience perspectives into outreach and training activity in a safe and ethical way.

### **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 lead the development of opportunities to extend reach into underserved and seldom-heard communities, informed by local insight and lived experience.
- Maintain awareness of centrally delivered and income-generating training programmes, supporting consistent messaging and appropriate signposting to these offers where relevant.
- Support the identification and coordination of partnership and collaboration opportunities, exercising judgement to lead local delivery activity while working with internal teams, including Communications, Partnerships and External Affairs, to ensure coordinated external engagement and clear stakeholder ownership.

### **Governance & Data**

- Ensure delivery is compliant with organisational policies and procedures, safeguarding and data protection legislation and clinical governance and quality standards
- Support audit, quality-assurance and monitoring activity, maintaining accurate records and documentation.
- Ensure all activities delivered are recorded accurately and in a timely manner using agreed systems.
- Provide performance and activity reports as required

## **Person Specification**

### **Essential Criteria**

#### **Experience & Knowledge**

- Proven experience in leadership and people management, preferably within health, social care, or community engagement contexts.
- Strong understanding of gambling-related harm and recovery within a public-health, prevention or early-intervention context.
- Experience delivering community outreach through brief interventions, engagement

or prevention activity.

- Experience working with groups from seldom heard and diverse communities, and in close collaboration with external organisations and community groups.

### **Skills & Competencies**

- Excellent interpersonal and communication skills, with the ability to clearly convey expectations to staff and report outcomes to senior management.
- Ability to balance direct delivery with supervisory and coordination responsibilities.
- Strong organisational skills, with the ability to manage competing priorities and to quickly adapt to changing and emerging needs while demonstrating flexibility and resilience.
- Confident use of IT systems, CRM systems and digital tools to support delivery and data recording with ability to interpret performance data and use insight to inform strategies and stakeholder engagement.
- Ability to work with varied stakeholder in a complex environment

### **Desirable Criteria**

- Relevant qualification or equivalent experience in health, social care, community development or a related field.

### **Circumstances**

- Flexibility in working hours and location within the region, as per contract of employment and ability to travel to a number of locations, and to 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 be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.