



Job Profile

JOB TITLE:

Helpline Adviser

REPORTS TO:

Helpline Team Manager

JOB PURPOSE:

GamCare's Helpline Advisers provide empathetic, person-centred support to individuals affected by gambling harms through various communication channels, including telephone, live chat, WhatsApp, chatrooms and forums. They deliver immediate emotional support, guidance, and information, assisting service users in crisis, signposting to external agencies, and facilitating referrals to structured support services.

Advisers work collaboratively as part of the Helpline and Online Services team within GamCare's Services Directorate, aligning with safeguarding, risk management, data protection, and confidentiality protocols. They liaise with supervisors to manage complex cases and maintain effective communication with internal teams and external partners to ensure seamless service delivery.

As the first point of contact, Advisers play a crucial role in promoting positive outcomes, offering non-judgmental guidance, and supporting individuals in their recovery journey. They actively contribute to service improvement through training, reflective practice, and team discussions.

Operating in a fast-paced environment, Advisers are required to demonstrate professionalism, sensitivity, and adaptability while adhering to safeguarding, GDPR, and confidentiality policies.

DIMENSIONS:

Service Delivery: Provide timely and person-centred support to service users through various channels, ensuring professional and empathetic interactions.

Performance Standards: Contribute to achieving service KPIs and OKRs by delivering consistent, high-quality support; adhering to operational guidelines and working in line with GamCare's core values.

Team Collaboration: Work closely with Helpline Supervisors, colleagues, and other internal teams to ensure effective service delivery and shared learning.

INTERNAL AND EXTERNAL CONTACTS:**Internal**

- Builds close relationships with Helpline Supervisors for guidance, case discussions, and performance feedback.

- Works as part of the Helpline and Online Services team alongside other service staff and volunteers.
- Collaborates with internal delivery services such as regional teams, Young People, Programmes, Financial Harms, Digital Services, and Money Guidance to enhance service user journeys.
- Works with the Communications Team for service communication, promotion, and insight sharing.
- Collaborates with Quality and Data colleagues to ensure service quality, governance and compliance with safeguarding and risk management standards.
- Engaged with the Learning and Development team, participating in mandatory training and ongoing professional development.

External

- Engages with service users for direct service provision and to support incorporating lived experience within service delivery.
- External agencies to share and receive referrals via agreed processes and guidance

OVERALL ACCOUNTABILITIES:

Support Delivery

- Provide non-judgemental, empathetic and tailored support to service users through various communication channels.
- Deliver immediate emotional support, guidance, and information, assisting those in crisis, signposting to external agencies, and facilitating referrals to structured internal or external services.
- Maintain professionalism and adapt communication styles to meet the individual needs of service users.

Safeguarding and Risk Management

- Conduct initial assessments to identify risks or safeguarding concerns, escalating complex or high-risk cases to Supervisors in line with safeguarding policies.
- Follow established protocols to manage risks and ensure safe decision-making throughout service delivery.
- Deliver support aligned with GamCare's Model of Care, utilising tools and frameworks to ensure high-quality and person-centred interactions.
- Uphold confidentiality and ensure compliance with GDPR regulations in all aspects of service delivery.
- Adhere to GamCare's OKRs and core values, ensuring these are embedded into daily practice to uphold the organisation's standards and ethos.

Data Management

- Accurately document all interactions in the CRM system, recording service user needs, actions, and referrals in compliance with confidentiality and data protection standards.
- Utilise data to inform decision-making and ensure service trends are captured

effectively.

Continuous Professional Development

- Engage in regular training, reflective practice, and team discussions to enhance skills and service delivery.
- Stay informed on gambling-related harm, including its broader impacts such as mental health and financial challenges, to provide up-to-date support.
- Actively contribute to professional development opportunities to grow expertise.

Team Collaboration and Peer Support

- Work collaboratively with colleagues, Supervisors, and Managers to promote a positive team culture and align with shared goals.
- Actively moderate forums and chatrooms to create a safe and supportive space for service users to engage and share experiences.
- Participate in team meetings and group supervisions, contributing to service development and improvement.

Contribution to Organisational KPIs

- Actively contribute to meeting organisational KPIs by providing high-quality support and ensuring services are delivered in line with contractual and performance standards.
- Promote a results-focused approach, supporting GamCare's strategic goals through consistent and effective service delivery.

Person Specification – Essential Criteria

As a Helpline Adviser, you will provide empathetic, person-centred support to individuals affected by gambling harms. Acting as the first point of contact, you'll deliver guidance across multiple communication channels, ensuring a safe and responsive service. With responsibilities spanning safeguarding, risk management, and organisational standards, you'll work within a dynamic team committed to professional excellence and continuous improvement. This role is ideal for an adaptable, compassionate individual passionate about making a difference.

Qualifications

- GCSE grade A*-C or grade 4-9 in English and Maths

Experience

- Background in health and social care, psychology, or a related field
- Experience in a support or advisory role within a Helpline service delivery environment
- Thorough understanding of safeguarding procedures, with experience in following protocols, identifying risks, and escalating concerns appropriately
- Demonstrated ability to manage difficult, emotional, and high-risk conversations with empathy and professionalism
- Proven confidence in providing support via multiple platforms, including phone, live chat, WhatsApp, and other digital services, following service

guidelines and procedures

Key Skills & Attributes

- Ability to engage with service users in a non-judgmental, compassionate, and supportive manner.
- Skilled in managing emotionally challenging conversations while maintaining professional boundaries.
- Awareness of gambling-related harm and co-occurring mental health issues
- Strong ability to assess service user needs, provide appropriate guidance, and signpost or refer to relevant support services
- Demonstrated ability to work well in a fast-paced environment, respond to changing demands, and collaborate effectively with colleagues
- Active participation in training, feedback, and supervision to enhance skills and service delivery
- Proficient in using IT systems and CRM tools to document client interactions accurately and maintain service records.

Knowledge

- Strong understanding of safeguarding principles and risk management procedures, ensuring adherence to these in all interactions.
- Knowledge of gambling-related harm and awareness of its societal, financial, and mental health impacts.
- Awareness of GDPR regulations and commitment to maintaining confidentiality in all aspects of service delivery.

Circumstances

- GamCare's Helpline and online services operate 24/7, 365 days per year. The post holder will work flexibly across the service, which includes weekends.
- Must be comfortable working remotely and using digital systems to deliver support.
- Occasional attendance at Head Office for training or team meetings may be 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.