



Armed Forces Peer Aid Coordinator

Job application pack

A warm welcome to Betknowmore UK

Thank you for expressing an interest in a new unique opportunity we have available at Betknowmore UK. This is an exciting time to join the gambling support sector; we are at the forefront of providing new and innovative services, supporting gamblers, affected others and organisations in different communities and sectors.

Consider joining our charity as an Armed Forces Peer Aid Coordinator

Since establishing as a social enterprise in 2013, Betknowmore UK has provided a range of award-winning support and training services, designed to address issues of gambling harm. Our organisation has lived experience of gambling addiction and recovery at its core, and all services are co-produced with the voice of Experts by Experience merging with evidence-based approaches.

Betknowmore UK is collaborating with partner organisations to work as part of a wider team, on the delivery of the Armed Forces Gambling Harms Support Network (AFGHSN). The work will include the provision of training and gambling awareness activities, helping to raise and address the subject of harmful gambling. Working and engaging with armed forces support and personnel services, individuals harmed by gambling, their wider network, stakeholders, and other relevant groups within the veteran and active armed forces communities, the aim is to create trained personnel able to support the work of the AFGHSN.

In addition, the postholder will oversee the development and management of a peer support service for targeted armed forces communities. Based on the Betknowmore UK Peer Aid model, this new service will provide 1:1, group and community activities to address gambling harm issues that may compromise theirs and others health and wellbeing.

We are seeking one candidate, an armed forces veteran, or someone closely involved with the armed forces (a family member for example) who has a proven track record of delivering support and training services for vulnerable adults, such as in the mental health or addiction sectors. The Armed Forces Peer Aid Coordinator will supervise and work with a team of Peer Supporters, ensuring a safe and effective programme of work is established.

A key aspect of the role will be working with individuals experiencing gambling harms, requiring an empathetic and compassionate approach and awareness of the complex issues being addressed. A robust management of safeguarding and safe working practices is essential.

We are especially keen to receive applications from individuals with experience of gambling addiction and recovery from within the armed forces with a minimum of two years abstinence.

The post holder will work alongside the Head of Peer Services to (1) organise the delivery of the AFGHSN training programme and (2) recruit and train Peer Supporters, assess for their additional support needs and personal development goals, and ensure that they are adequately prepared and trained for the role.

Thereafter, the Armed Forces Peer Aid Coordinator will manage cohorts of Peer Supporters and monitor and evaluate their training delivery and engagement with referred service users. This will include helping to provide additional services, such as group meetings and meet ups.

The position will be home-based but must be within one hour travelling time of London, as there will be frequent London and UK travel. It is a full-time post offering a starting salary of up to £35,000 per annum, depending on experience and qualifications. Other benefits include pension, healthcare and other professional and personal development support. This is a fixed-term appointment for a period of two years subject to a six-month satisfactory role performance review.

To apply please send a CV with a cover letter outlining your suitability and reasons for applying for the role to recruitment@betknowmoreuk.org. The closing date is **5pm on Sunday 28th April 2024**, but interviews may be scheduled on a rolling basis. Previous applicants need not apply.

Yours faithfully,



Frankie Graham

Frankie Graham
Founder & CEO, Betknowmore UK

Introducing Betknowmore UK

About us

Established in December 2013, Betknowmore UK's mission is to address gambling related harm in UK communities. Betknowmore is a leading provider of gambling support and training services. We provide award-winning services which embrace the insight and knowledge of 'Experts by Experience' combined with evidence-based approaches. At our core is the 'lived experience' of gambling dependency and recovery, from the Founder to the support team to the Management Board.



We **work locally** within communities, helping them to be aware, supported and resilient to gambling harms



We **work nationally**, within partnerships, sharing our learning and experience to support new and exciting work across the UK



We **work independently**, staying true to our mission and values, working occasionally in a shared space with different stakeholders and remain open to scrutiny and review

2014

First gambling support community addressing gambling related harm and complex co-morbidities. Including accredited outreach support and mentoring programme.

2017

'Don't Gamble with Health' project. First rapid support service to licensed betting shop customers. Winner of Royal Society of Public Health 'Health on the High Street' award 2018.

2020 (continued)

Peer Aid launched. The first peer support service to integrate with the National Gambling Treatment Service.

2016

London representative as winner of Big Lottery's People's Postcode Lottery.

2020

Multiple training programmes launch, addressing suicide first aid, workplace gambling and clinician training.

The role of lived experience

“We want people to be empowered, to live the life they want to lead”

Lived experience provides personal insight, knowledge and empathic understanding. It is, and always will be, at the core of all of Betknowmore UK’s work.

From the outset, Experts by Experience have played a key role in co-producing, delivering and evaluating our services. We seek to combine the donation of lived experience, with evidence-based approaches.

One of our proudest achievements as an organisation includes supporting individuals to overcome gambling harms, then providing the pathway for them to move into paid employment within Betknowmore UK and the gambling support sector.

We strongly believe Experts by Experience are an invaluable addition to the national treatment and support network, bringing with them new learning from the broad church of EBE voices and opinions. Our Peer Aid is at the forefront of this work.

Peer Aid

Peer Aid ensures individuals harmed by gambling receive support from trained Peer Supporters, who themselves have fully recovered from gambling harms and addiction.

Peer Aid Supporters work alongside clinicians and support teams within the National Gambling Support Network (NGSN), offering a combination of bespoke one-to-one and group support. The service is available at any stage of an individual’s recovery journey.

Many clients have fed back that a key part of their journey of recovery is connecting with others in similar situations in order to share experiences and support one another. Peer Aid is designed, developed and delivered by individuals with lived experience of gambling harms.



Peer Aid provides a network of Peer Support that embraces the knowledge and insight gained from “lived experience” of gambling harms.

We are now recruiting experts by experience to become volunteer **PEER AID SUPPORTERS**. Working together, inspiring hope, and demonstrating the possibility of recovery from gambling harms. We deliver free City & Guilds assured training in gambling-related peer support, cover any expenses incurred such as travel costs and provide help & guidance for your own personal development and wellbeing.

To set up an informal, friendly chat and to find out more, email: oliver@peeraid.org or request an application pack at: recruitment@peeraid.org



Moving forward

Betknowmore UK is an ambitious, young charity. We seek sustainable growth, achieved through evolving strategic planning and learning, diversity of income streams and strong partnerships with organisations with shared values.

Our Vision

We want people to be empowered, to live the life they want to lead.

Our Mission

We aim to achieve our Vision by making it our Mission to:

‘Provide support and training services that prevent and address personal and societal harms caused by gambling.’

Our values



We believe in **providing support** to empower and build hope



We believe in recognising & understanding **diverse & under-represented communities**



We believe in creating connections through **lived experience**



We believe in carrying out our activities with **honesty and integrity**

Moving forward

Our strategic objectives

- Improve the health and wellbeing of those affected by gambling harms
- Increase access to appropriate support and treatment
- Increase awareness of gambling harms in diverse communities
- Strengthen the impact made by Experts by Experience

Strategic enablers

- Recognition of gambling as a Public Health issue
- Emergence and strengthening of health and wellbeing agenda
- Digital transformation of personal, social and community connections
- Sustained shift to homeworking, geographically dispersed workforces and isolated working
- Widening network of friends and collaborators in lived experience community and gambling spaces
- Developing a trading entity to host training and consultancy programmes to meet our mission in other environments and generate income for the charity

National Strategy to Reduce Gambling Harms

Our work supports and is aligned to the National Strategy to Reduce

Gambling Harms, as overseen by the Gambling Commission.

More details are available [here](#).

**GAMBLING
COMMISSION**

National Gambling Support Network

The National Gambling Support Network (NGSN) is a group of organisations across Great Britain who provide free, confidential and personalised support for anyone who is experiencing problems from gambling, as well as those affected by someone else's gambling.

More details are available [here](#).



RET donation system

As a charity working within the gambling space, income is also derived via the sector's Research, Education, Treatment (RET) donation system and is subject to our Ethical Income policy.

More details are available [here](#).

Job Role

Role Specifics

Location:	Home based within one hour travelling time of London - the role does involve frequent London and UK travel
Line manager:	Head of Peer Support Services
Hours:	Full-time, equivalent to 35 hours per week
Salary:	Up to £35,000 depending on skills and experience Pension and generous paid annual leave, staff benefits
Probation period:	6 months
Closing date:	5pm on Sunday 28 th April 2024
Interview date:	Rolling basis via Zoom / Teams or in-person

Role Purpose

An armed forces veteran or someone closely involved with the armed forces (a family member for example), the post holder will also have a unique insight on gambling harms, and their impact on health and wellbeing specifically within the military.

The Armed Forces Peer Aid Coordinator will initially prioritise engaging with veterans and military organisations to deliver the AFGHSN training programme, along with gambling awareness activities. The purpose is to upskill key armed forces personnel and those in connected communities, enabling and enhancing their knowledge, skills and confidence to address gambling harms.

The second key responsibility is to recruit, train and support Peer Supporters to deliver safe, effective support for individuals and their networks that have been harmed by gambling. It is expected that Peer Supporters will be individuals with 'lived experience' of gambling harm themselves or as an 'affected other'.

The post holder will work with the Head of Peer Support Services to support the development and maintenance of the systems and structure of the service, ensuring that governance and policies are implemented, safeguarding and safe working practices are strictly adhered to, and a clear understanding established of how the service integrates with other support and treatment networks.

The AFGHSN Peer Aid team will ensure that the support and working relationships are safe and secure, and the health and wellbeing of all participants is intact. Peer Support will be in a befriending capacity and should be provided with a considered and transparent approach. Other support activities will be developed, such as group support and weekly meet ups.

Stakeholder management is essential to the role, as is establishing and maintaining relationships within the AFGHSN, alongside confident communication skills to deliver presentations and other promotions within armed forces community, education and health centres to help grow and evolve the service.

Person specification

Key responsibilities and accountabilities

Development and Delivery

- Be an ambassador for peer support and mutual aid
- Use your skills and knowledge of harmful gambling to help members of the armed forces community make positive choices based on their needs
- Champion and promote the Armed Forces Gambling Harms Support Network (AFGHSN) project both within and without the organisation, and its associated education and training programmes. This includes 'Battling the Odds' and the 'Bet You Can Help' programmes by establishing connections and relationships with relevant stakeholders and groups across the London region
- Reach out directly to the armed forces community in a number of settings (e.g., formal, and informal armed forces premises, barracks, reserve centres, military preparation colleges, youth cadet centres, regimental and veteran's associations). In addition, engage the professionals and organisations who provide services directly or indirectly to the armed forces community
- Attend, participate and contribute to the the 'Battling the Odds' and 'Bet You Can Help' practitioners forums assisting in product monitoring, evaluation, and design
- Maintain accurate records and provide statistical information required (including follow up requirements) to assist delivery and programme evaluation
- Communicate effectively, sensitively, and empathetically with service users from diverse backgrounds, ensuring practice is mindful of the diverse needs of all individuals
- Communicate effectively and maintain positive and supportive working relationships with colleagues and professionals across the delivery network
- To be flexible with regards to working patterns to meet the requirements of the service
- Be willing to travel to locations as required across the region, and participate in identified and relevant service promotion and information events
- Provide statistical data and reports as requested for quality assurance within agreed deadlines

Person specification

Development and Delivery

- Work with the team to design, develop and deliver training, attending, and contributing to team meetings and any other relevant groups or forums related to the duties and responsibilities of the post
- Ensure all policies and procedures are adhered to and upheld including but not exclusively health and safety, diversity, and equality
- Recruit volunteer Peer Supporters ensuring regular supervision and support, both individually and in group sessions
- Deliver training to Peer Supporters

Health and safety responsibilities

- Ensure compliance with Quality and Clinical Governance
- Ensure that all safeguarding issues, including child protection and protection of vulnerable adults, are dealt with in accordance with organisational policies and procedures, and local and national statutory requirements
- Ensure all environments whether office, remote or electronic are safe and secure
- Ensure completion of risk assessments as required

General

- Measure, monitor, and evaluate the effectiveness of services, taking account of both quality and quantity, and produce reports as appropriate
- Quality assure all services and ensure delivery is in accordance with recognised quality standards relevant to the programme and organisation
- Ensure quality standards are maintained through continual monitoring of own performance expectations; and through stakeholder feedback, including service-users and partner agencies
- Be accountable for Personal and Professional development, by continually reviewing and assessing own performance and identifying further development needs. Participate in further learning and development, in accordance with relevant regulatory bodies
- Ensure service-user records are accurately and safely maintained and are following relevant Data Protection and GDPR legislation and controls, policy and procedures concerning the accurate collection, maintenance, retrieval, security and storage of client data

Person specification

The Disclosure & Barring Service (DBS) - Disclosure

Betknowmore UK aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Betknowmore UK welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant. As Betknowmore UK meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198. All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

Qualifications or Relevant Experience

- Two years minimum experience in a similar role, or lived experience of gambling harm
- Professional or voluntary experience of training delivery

Essential Experience

- Be a veteran, or have close and extensive experience of the armed forces as either a service member, or family member of a service member
- Experience of liaison with voluntary and statutory organisations
- Experience of engaging with people from a diverse range of backgrounds

Essential Skills & Knowledge

- Knowledge and understanding of recovery
- Knowledge of safeguarding children and adults
- Knowledge and commitment to equal opportunities and anti-discrimination
- The ability to work responsively and flexibly in a range of settings
- The ability to represent the service and present to other organisations
- The ability to maintain clear and consistent boundaries
- The ability to provide supervision to volunteers
- Demonstrable communication skills - in writing, face to face, online and on the phone
- The ability to work positively in a team
- The ability to work independently, prioritise, plan, and manage own workload
- The ability to utilise supervision constructively
- Knowledge of gambling and related issues
- Commitment to our values



W: www.betknowmoreuk.org | T: 0800 066 4827 | E: info@betknowmoreuk.org

Betknowmore UK, 200A Pentonville Rd, London, N1 9JP

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