



Armed Forces Training & Outreach Facilitator

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 Training & Outreach Facilitator

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. The aim of the programme is to engage and offer support to not only the armed forces directly but the external organisations who give focus to this community in their work.

This new role will assist the Armed Forces Peer Aid Co-ordinator deliver training and attend veteran outreach events throughout London. This is a new team within an existing team in BKM and is an exciting programme to work on. The training has already been very well received and we are keen to build on this momentum.

We are looking for one candidate with lived experience of gambling related harms and a proven track record in delivering support and training for vulnerable adults, such as the mental health or addiction sectors. 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.

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.

The post holder will work alongside the Armed Forces Peer Aid Coordinator, reporting to the Head of Peer Services

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 essential, frequent London and UK travel. It is a full-time post offering a starting salary from £26,000 to £29,000 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 6-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 25th August 2024**, but interviews may be scheduled on a rolling basis.

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 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’s 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 new service, Peer Aid, will be at the forefront of this work.

Peer Aid

Peer Aid is a new peer support service developed and provided by Betknowmore UK, in partnership with GamCare, for those affected by gambling harms across London and the UK.

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

PEER AID City & Guilds ASSURED

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



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:	£26,000 - £29,000 depending on skills and experience Pension and generous paid annual leave, staff benefits
Probation period:	6 months
Closing date:	5pm Sunday 25 th August 2024
Interview date:	Rolling basis via Zoom / Teams or in-person

Role Purpose

Collaborating with partner organisations to work as part of a wider team, on the delivery of the Armed Forces Gambling Harms Support Network (AFGHSN), this important work includes provision of training and gambling awareness activities helping to raise and address the subject of harmful gambling. The aim of the programme is to engage and offer support to not only the armed forces directly but the external organisations who give focus to this community in their work.

This new role will assist the Armed Forces Peer Aid Co-ordinator deliver training and attend veteran outreach events throughout London. This is a new team within an existing team in BKM and is an exciting programme to work on. So far, the training has been very well received and we are keen to build on this momentum.

We are looking for one candidate with lived experience of gambling related harm and a proven track record in delivering support and training for vulnerable adults, such as the mental health or addiction sectors.

An aspect of the role will be to work closely with individuals presenting with lived experience of gambling harm issues and/or people affected by this issue and requires an empathetic and compassionate approach and an awareness of the complex issues being addressed. A robust management of safeguarding and safe working practices is essential.

A real team player with great communication skills, who can adapt to any circumstance and environment, meeting the needs of clients and contributing to the success of the programme.

We are especially keen to receive applications from an armed forces veteran or someone closely involved with the armed forces (a family member for example), with lived experience of gambling related harms.

Person specification

Key responsibilities and accountabilities

Development and Delivery

- This role will share in the delivery of training, both face to face and digitally. The training can vary from small to large groups of people so confidence in communication is essential along with the willingness to share your Lived Experience through the training.
- This role will share in attending seminars, meetings, conferences and events representing BKM if invited.
- This role will involve outreach to the veteran community to discuss gambling and gambling related harm with veterans who actively use and need the services on offer to their community.
- Help to build up knowledge of BKM and our services within the Veteran Community within London.
- Be an ambassador for BKM.
- Work with the Armed Forces Peer Aid Co-ordinator to design, develop and deliver new materials to represent the AFGSN.
- Ensure all policies and procedures are adhered to.
- 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 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
- Ensure all environments whether office, remote or electronic are safe and secure.

Person specification

Health and safety responsibilities

- Assist with the day to day running of the service, ensuring the safety of all using the service.
- Ensure that health and safety, diversity and equality policies are upheld.

General

- Attend regular supervision sessions with the Head of Peer Support services.
- To operate with clear professional and confidentiality boundaries and work within the organisation's code of conduct.
- To carry out other duties commensurate with the post.



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

- One+ years' experience in a similar role

Essential Experience

- Have lived experience of gambling related harms
- 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 delivering training, face to face and digitally
- Experience of attending conferences and events to represent your organisation
- Experience of outreach
- 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
- 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
- Commitment to our values



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

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

©Copyright 2024 Betknowmore UK. All Rights Reserved. Betknowmore UK is a company limited by guarantee. Registered in England and Wales No: 8822099. Registered Charity Number 1190760.

