



GOALS Supporter

Job application pack

A warm welcome to Betknowmore UK

Thank you for expressing an interest in a new opportunity we have available at Betknowmore UK. This is a really 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 a GOALS Supporter

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, all services are co-produced with the voice of Experts by Experience merging with evidence-based approaches. In late 2020, we made a significant change to our organisational structure, and transitioned to a registered charity. We are ready to begin building and strengthening the organisation, increasing capacity, reaching more individuals in need.

Our Gambling Outreach And Living Support service GOALS is our community-based support service that provides bespoke and holistic 1:1 and group support to individuals and affected other impacted by gambling harms.

We are looking for someone to help deliver an impactful GOALS service across London and build effective networks of support for people before, during and after treatment.

A main aspect of the role will be to support and work closely with individuals presenting with lived experience of gambling harm issues and/or people affected by this issue. You will learn about and understand gambling related harm and dependency issues. Other key requirements are being able to ensure safe working environments and taking a robust lead on safeguarding and harm minimisation procedures and policy.

This full-time position is hybrid, but must be London based, and we offer a competitive salary between £28,000 - £32,000 per annum, dependent on experience. Additional benefits include a pension scheme and generous work/life balance.

Previous applicants need not apply, and only full applications will be considered. 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 Sunday 1st September 2024**, and 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.



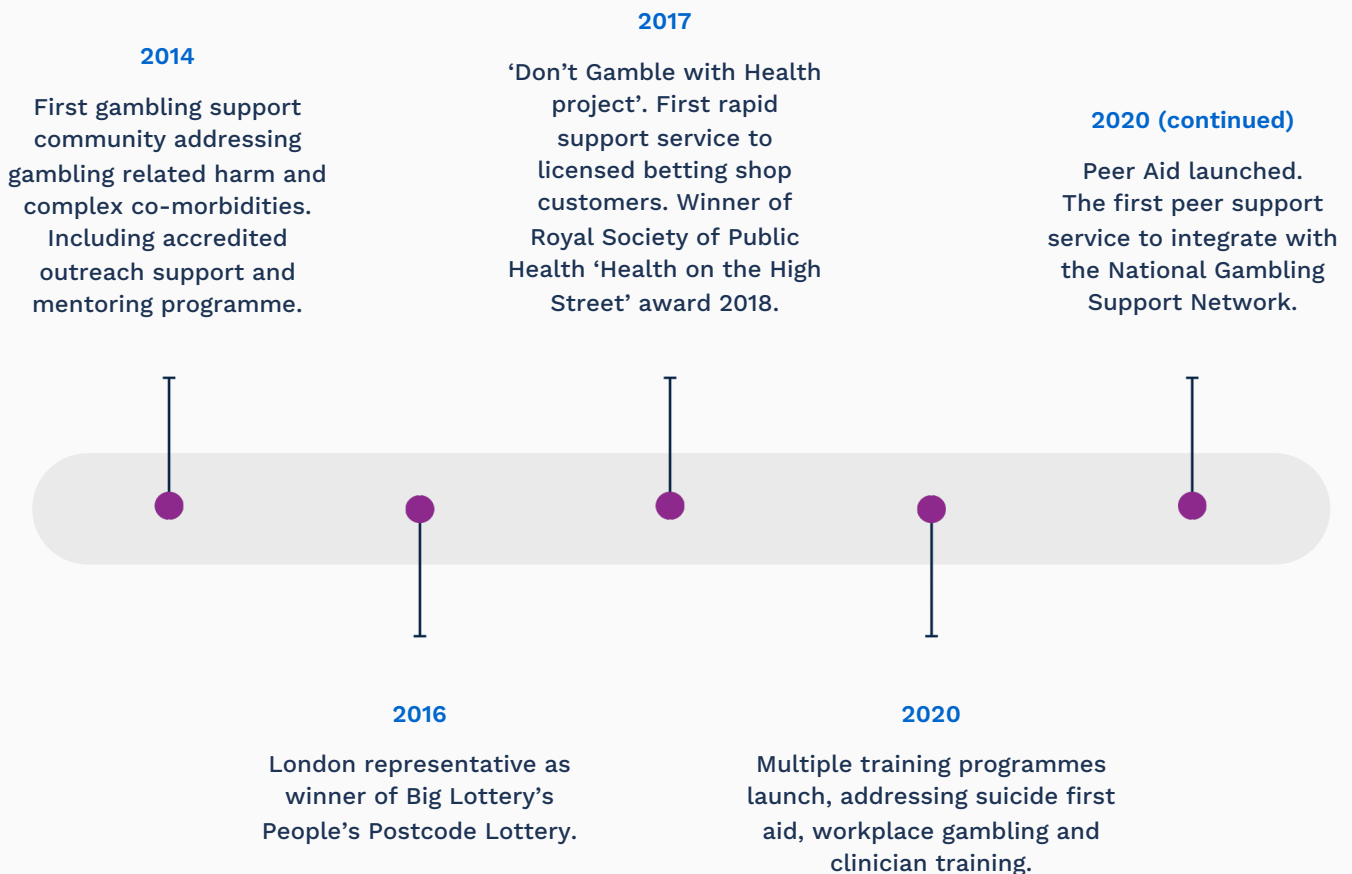
We **work locally** within communities, helping them to be aware, supported and resilient to gambling harms



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



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



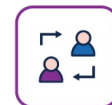
We believe in **providing support** to empower and build hope



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**

Job Role

Role Specifics

Location:	London / Hybrid
Line manager:	Leanne Downie – Director of Support Services
Hours:	Full-time (35 hours per week)
Salary:	Between £28,000 - £32,000 depending on experience
Probation period:	6 months
Closing date:	5pm Sunday 1 st September 2024 (previous applicants need not apply)
Interview date:	Rolling basis via Zoom / Teams

Role Purpose

To deliver an impactful GOALS service across London which builds effective networks of support for people before, during and after treatment.

A main aspect of the role will be to support and work closely with individuals presenting with lived experience of gambling harm issues and/or people affected by this issue. The GOALS Supporter will understand gambling related harm and dependency issues and be able to ensure safe working environments and take a robust lead on safeguarding and harm minimisation procedures and policy.

The post holder will work with the Director of Support Services and GOALS Coordinator 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 systematic and develop a clear understanding of how the service integrates with the national gambling treatment service.

Other support activities will be developed, such as group support and weekly meet ups. The post holder will develop and maintain relationships with key stakeholders, deliver presentations and other promotions within community, education and health centres to help grow and develop the service.

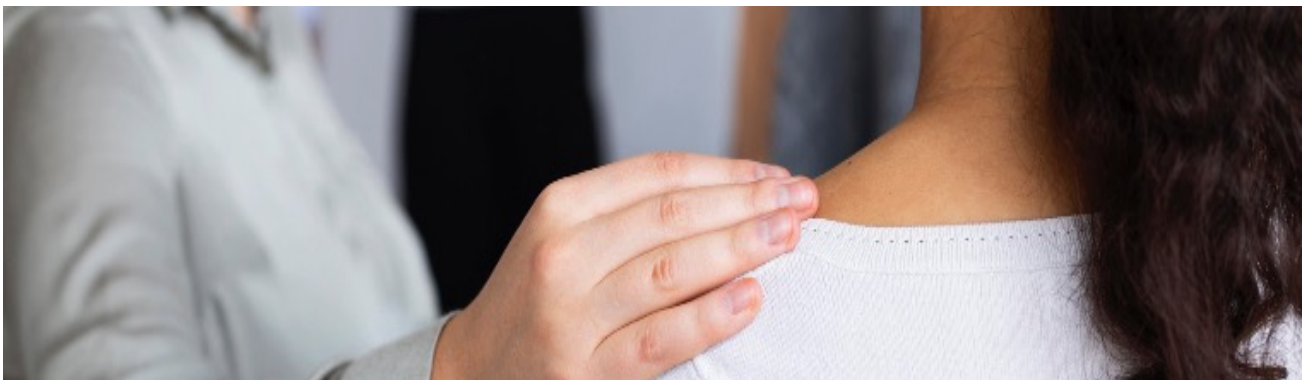
Adherence to health & safety, equal opportunities and diversity policies is expected at all times.

Role Specification

Key responsibilities and accountabilities

Development and delivery

- Be an ambassador for the GOALS service and raise awareness of Gambling Harms
- Work with the team to design, develop and deliver support
- Ensure all policies and procedures are adhered to
- Ensure all environments whether office, remote or electronic are safe and secure
- Refer clients which you identify when doing outreach work
- Connect with local businesses and organisations to raise awareness of Gambling Harms
- Provide regular support sessions with clients which are safe and empowering
- Assist the assessment of clients and identify their needs to ensure safe and effective signposting
- Ensure services are delivered safely and effectively
- Input into all relevant data systems to assist in the delivery and evaluation of the service
- Represent the organisation at events, seminars and meetings
- Provide collaborative working with partner agencies



Role 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 Director of Support Services, GOALS Coordinator and Clinical Supervisor
- 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
- Assist with any fundraising associated with service development as agreed with the Director of Support Services



Person Specification

Qualifications or Relevant Experience

- Two years minimum experience in similar role
- Professional qualification in health, social care/community at level 3 or working in health/social care/addiction

Essential Skills & Knowledge

- Knowledge and understanding of recovery
- Knowledge of safeguarding children and adults
- Knowledge and commitment to equal opportunities and anti-discrimination
- Ability to work responsively and flexibly in a range of settings
- Ability to represent the service and present to other organisations
- Ability to maintain clear and consistent boundaries
- Ability to provide a safe space when working with a client to address their needs holistically
- Communicate clearly in writing, face to face, online and on the telephone
- Ability to work positively in a team
- Ability to work independently, prioritise, plan and manage own workload
- Ability to utilise supervision constructively
- Knowledge of gambling and related issues
- Ability to keep up to date with trends in support services and changes in the sector

Desirable Skills

- Experience of liaison with voluntary and statutory organisations
- Experience of engaging with people from a diverse range of backgrounds
- Desired but not required, lived experience of gambling harms either directly, as an affected other or working with individuals who have experienced gambling harm.

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.



W: www.betknowmore.org | E: recruitment@betknowmoreuk.org

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