



Job Title	Engagement Advice Worker
Team	MYcommunity Lambeth
Normal Hours	35 hours per week
Salary	Grade 3 - £28,285 pa

About Age UK Lambeth

Our Mission

We support older people in Lambeth to live enriched, productive and purposeful lives: challenging the stigma of ageing, reducing social isolation and ensuring they get the right support at the right time.

Our Values

We are Kind

We do everything in a spirit of kindness. The people we support deserve our respect and need our compassion, and we have their best interests at heart at all times.

We are person-centred

We keep the people we serve at the heart of everything we do. Our older people are a rich source of inspiration, ideas and experience, and our working relationships with them are important to us

We are outcome-focused

We help people find solutions that work for them. By being flexible, asking for feedback, and including our older people in developing new services, we can be sure they will get the right support at the right time.

The Team

Age UK Lambeth's vision is to work closely with residents, closely to where they live, remain relevant and to respond locally to rising needs. We want to ensure that we are easy to access, working with local communities and providing the best support we can.

As part of our person-centred approach we aim to link residents to tailored support that improves wellbeing and reduces isolation through social prescribing and community connection.

Age UK Lambeth has extensive experience delivering a range of Social Prescribing services. We currently have Social Prescribers based within GP surgeries across the borough plus our own in-house team working across the community. In addition to this, for the last 2 years we have also

been delivering the Better Together Service, a community-based programme designed to raise awareness of gambling-related harm and provide personalised support to those affected. The service is open to any Lambeth resident over the age of 18, experiencing gambling-related harm, with a particular focus on engaging residents from minority communities, where barriers such as stigma, lack of awareness and limited culturally appropriate provision can prevent people from accessing help.

The service is delivered by two Engagement Advice Workers and supported by an Outreach Administrator. The role of the Engagement Advice Worker is to deliver community outreach, awareness-raising and personalised social prescribing support, helping residents affected by gambling-related harm to access appropriate services, build resilience and improve their overall health and wellbeing. The Engagement Advice Worker will also work closely with professionals and partner organisations across Lambeth to improve understanding of gambling-related harm, strengthen referral pathways and promote earlier intervention.

Your Main Role

The Better Together service delivers a community-based outreach, awareness-raising and personalised support programme to address gambling-related harm. As an Engagement Advice Worker, you will play a key role in delivering both strands of the service by raising awareness of gambling-related harm across Lambeth and providing personalised, strengths-based support to individuals affected by gambling.

1. Deliver a programme of community outreach across Lambeth by attending community events, local groups and venues where residents naturally gather, including faith settings, shopping areas, sporting venues, barbershops and culturally specific community spaces.
2. Build relationships with residents, community leaders and partner organisations to increase awareness of gambling-related harm, reduce stigma and promote the Better Together Service.
3. Deliver presentations, information sessions and informal engagement activities to residents and professionals, promoting early identification of gambling-related harm and available support.
4. Develop and maintain effective partnerships with health, social care, voluntary, community and statutory organisations to strengthen referral pathways and improve collaborative working.
5. Support the planning and delivery of conferences, networking events and professional education sessions, promoting the service and contributing to wider system change.
6. Work collaboratively with the Outreach Administrator to promote conferences, events and awareness activities across the borough.
7. Provide holistic, person-centred one-to-one support to adults affected directly or indirectly by gambling-related harm and agreeing personalised goals to build on their strengths, access community resources and develop sustainable strategies that improve their health and

wellbeing.

8. Meet clients on a one-to-one basis, making home visits where appropriate and allowing clients the time and space to discuss 'what matters to me'.
9. Manage and prioritise an active caseload, maintaining accurate case records and ensuring all activity is recorded in line with organisational procedures.
10. Support clients to access specialist gambling treatment where appropriate, including referrals to the NHS Primary Care Gambling Service, alongside wider support for issues such as debt, housing, benefits, mental health, loneliness, bereavement and social isolation.
11. Identify clients with the potential to become volunteer Champions; supporting them to develop their strengths, confidence and use their lived experience to contribute to the delivery and development of the service.
12. Feed into monitoring and reporting of the Better Together Service and provide case studies.
13. To attend AUKL service wide meetings and meetings with partners to discuss the service and developments.
14. Help with general administrative tasks such as checking inboxes, uploading referrals to the database and emailing updates to referrers.
15. Help with posting information packs and resources to our clients.
16. Maintain the confidentiality of all service user records.

General Duties

1. Provide a high level of internal and external customer service at all times. Involve clients in the design, delivery and evaluation of all aspects of the service in accordance with policies and procedures.
2. Seek to ensure that the needs of all clients are met. Challenge direct and indirect discrimination in the provision of services.
3. Ensure that company policies and procedures and relevant legislation or regulations are followed, particularly in relation to safeguarding, data protection/information sharing and ICT security, equalities, conflict of interest, dealing with complaints and health and safety.
4. Deliver against performance targets, keeping management informed of issues and changes that might impact on performance. Actively participate in an annual appraisal.
5. Ensure that the quality of service provided is continuously improved. Monitor and evaluate the effectiveness of service provision. Respond constructively to client/customer feedback including complaints.
6. Contribute to the development of service improvements through your active and constructive participation in team meetings, supervision, training, conferences and other groups. Review,

reflect and act upon your own individual professional practice and keep-up-to date with relevant service developments to achieve continuous improvement.

7. Inform the development and contribute to the implementation of the communications and marketing strategy.
8. Provide oral or written descriptive and evaluative reports as required.
9. Effectively manage any resources provided to support service delivery including premises, materials and equipment.
10. Attend training courses, workshops or seminars as required. Attend and assist in various meetings and events as agreed with the line manager. Commitment to professional and personal development.
11. Work flexibly and respond positively to changing business needs and fulfil any other duty, appropriate to the grade and nature of the post, as required by your line manager.
12. Work flexibly including evening or weekend work as required.

Key Relationships

Internal

MYcommunity Social Prescribing Lead
Neighbourhood Teams
MYcommunity Link Workers
MYneighbour
MYsocial

External

Primary Care Gambling Service
Lambeth residents
Lambeth GPs / Primary Care
Guys and St Thomas Hospital
King's College Hospital
The South London Maudsley Hospital
Adult Social Care
Lambeth Council

Learning & Development

You are expected to complete the following induction training relevant to your role including:

- Gambling harms training
- Safeguarding
- Health & safety
- Information governance
- Lone Working
- Domestic Violence
- Mental Health Awareness

- Person Centred Working

You are also expected to reflect on your own practice, identify areas for improvement and contribute to your annual personal development plan.

Quality Standards

Kindness

- Doing everything in the spirit of kindness

Person Centred

- Having the people we serve at the centre of all we do
- “What matters to me” conversations are at the heart of what we do

Solution Focussed

- Helping people find solutions that work for them
- Open discussions allowing individuals to explore options available to them and ultimately make their own choices around their support

Impartial

- Will carry out work in a way that is fair and just
- Will not work in a way that favours or discriminates against anyone
- Support will be free from bias and any conflict of interests will be disclosed

Objective

- Provide relevant and current information and advice to allow someone to make an informed decision
- Discuss outcomes and consequences of actions with clients so they have all the information to make informed decisions
- We will not project our opinions or push someone to take what we consider the “correct” course of action
- Promote our referral partners but allow someone the choice of being referred and support them to find alternatives if they prefer

Data Protection

We expect you to respect and maintain the dignity and privacy of individuals who use our service. You must respect confidential information and always work in accordance with Age Lambeth’s Confidentiality policy. Do not promise to keep confidential information secret when you know you have a duty to pass this information on.

Lone Working

Your safety and wellbeing is of the utmost importance to us. We expect you to work in accordance with our Lone Working policy at all times.

Safeguarding

We have a Safeguarding Policy in place which we expect you to follow at all times to report any safeguarding concerns you may have.

Key Policies and Procedures

As well as the above, other key policies and procedures such as Health and Safety and Equality and Diversity must be complied with at all times. It's vital these policies are followed as they ensure staff and clients are kept safe. If policies are not being followed this will be raised with staff and monitored.

Job Criteria

Criteria	Application	Test	Interview
Values-based			
1. Treats people with kindness, compassion and dignity			✓
2. Works together with others to find solutions			✓
3. Puts the client/customer first			✓
Technical Skills & Knowledge			
4. Experience of delivering outreach work, including presentations to small groups and at larger events.	✓	✓	✓
5. Experience of networking and proactively liaising with external agencies and community groups to build strong working relationships.	✓		✓
6. Experience of recording data and keeping records up to date and accurate.			✓
7. Excellent interpersonal skills including verbal and written communication.	✓	✓	✓
8. Able to work independently and manage a varied caseload of clients and the ability to prioritise different areas of work according to need and deadlines, making efficient use of time and resources.			✓
9. Able to work in a flexible manner to meet the demands of a developing service.			✓