



Gambling Recovery Information Network Coordinator

Job application pack

A warm welcome to Betknowmore UK

Thank you for expressing an interest in this new 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 team as the GRIN Coordinator

Betknowmore UK, in partnership with The Massachusetts Council on Gaming and Health are collaborating on a project called the Gambling Recovery Information Network (GRIN). The initiative emphasizes the importance of people with lived experience, their personal narratives, data-informed programming, and collaboration amongst organisations with a shared vision.

The project aims to share best practices and develop innovative solutions to tackle gambling and gaming harms.

This role will be crucial in establishing, maintaining, and expanding our network of peer supporters with a focus on our partnership with the US based Massachusetts Council on Gaming and Health.

We are seeking a candidate with proven experience of working in partnerships to lead our new global peer support initiative.

The candidate will be a self-starter who can work effectively both independently and as part of a team that predominantly works remotely.

The role offers flexible/remote working, although occasional evening and weekend work may be necessary and there will be regular travel within the UK, Europe and the US.

The main duties of the role developing and the delivery of training programs for peer supporters, you will need to keep up to date with best practices in peer support.

Excellent communication skills are essential in this role. Being especially mindful of cultural sensitivities, you will need to build strong working relationships in diverse international contexts.

The right candidate will have some experience in a similar role, preferably in addiction support services and show a genuine commitment to equal opportunities and anti-discrimination principles.

This is a full-time post with a starting salary of £34-36,000 per annum (depending on experience).

Other benefits include pension, a generous work/life balance and extensive health, financial and wellbeing benefits.

To apply

Please submit your CV and a cover letter detailing your relevant experience, your passion for peer support, and your vision for international collaboration in this field to recruitment@betknowmoreuk.org

The closing date for applications is Thursday 16th January 2025.

Betknowmore UK is an equal opportunity employer. We welcome applications from all qualified individuals, especially those with lived experience of addiction and recovery and those with international work experience.

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.



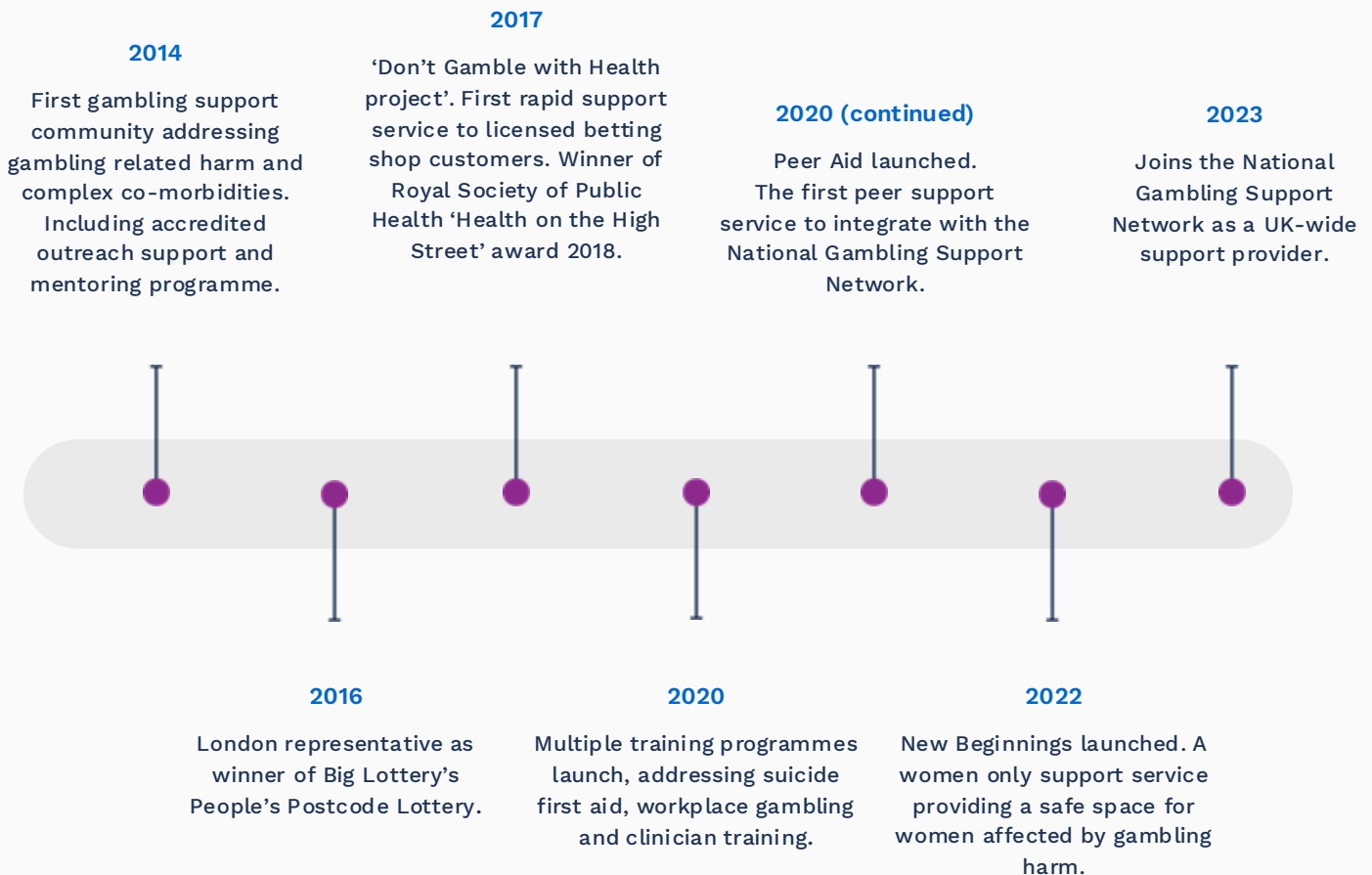
We **work locally** within communities, helping them to be aware, supported and resilient to gambling harms



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



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’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 (EBE) are an invaluable addition to the national treatment and support network, bringing with them new learning from the diverse community of EBEs voices and opinions. Our new service, Peer Aid, will be at the forefront of this work.

Peer Aid

Peer Aid is a peer support service developed and provided by Betknowmore UK, 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.

About the Massachusetts Council on Gaming and Health

The Massachusetts Council on Gaming and Health (MACGH) was founded to help individuals struggling with gambling.

Today it is a private, non-profit public health agency offering a range of services for those impacted by gambling and gaming.

MACGH's work engages industry stakeholders, clinicians, policymakers, and community professionals from across the globe. And 40 years later, they still support individuals and their loved ones.

They have a commitment to strive towards balance public health priorities with a people-first model for gambling and gaming.



The Massachusetts Council on
GAMING AND HEALTH

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 awareness of gambling harms in diverse communities
- Strengthen the impact made by experts by experience
- Strengthen the internal capacity of Betknowmore UK

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 by [clicking here](#).

GAMBLING
COMMISSION

National Gambling Support Network

We work within the National Gambling Support Network; all three of our core services are to be rolled out nationally through to 2026



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 by [clicking here](#).

Job Role

Role Specifics

Location:	Remote (with occasional evening and weekend work, travel within the Europe and the US)
Line manager:	Director of Operations
Hours:	Full time (35 hrs pw)
Salary:	£34-36k depending on experience (pension, generous paid annual leave, and staff benefits.)
Probation period:	6 months
Closing date:	Thursday 16 th January 2025
Interview date:	Interviews scheduled on rolling basis via Zoom / Teams or in-person.

Role Overview

We are seeking a dynamic and experienced Coordinator to lead our new global peer support initiative. This role will be crucial in establishing, maintaining, and expanding our network of peer specialists with a focus on our partnership with the Massachusetts Council on Gaming and Health.

- Training content creation
- Program development
- Deliver training programs
- Safeguarding of Peer Support Specialists

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.

Key Accountabilities & Responsibilities

Training and Development

- Develop and deliver regular training programs for peer supporters
- Keep up to date with best practices in peer support and training development
- Liaise with the Peer Aid and lived experience team on training delivery and quality
- Adhere to and implement training Quality Assurance processes
- Work within a multidisciplinary team to provide best oversight and safeguarding practices

International Collaboration

- Implement processes for international work
- Work closely with US partners to ensure policies and processes related to the GRIN partnership are followed
- Coordinate work alongside US-based colleagues and partners
- Scope out new international partners and opportunities

Program Management

- Maintain a safe and secure environment for Peer Support Specialists
- Liaise with US colleagues on safeguarding of both the learners and service
- Assist with stakeholder management

Reporting and Communication

- Regularly meet with and update the project board on work progress
- Manage and report on budget regularly
- Attend and present at relevant conferences
- Engage in effective stakeholder management

Continuous Improvement

- Stay informed about sector developments and best practices
- Contribute to the development and implementation of service evaluation methods
- Maintain accurate records and contribute to reporting on program outcomes

Person specification

Qualifications or Relevant Experience

- Professional experience in a similar role, preferably in addiction support services with international exposure
- Desirable professional qualification in training delivery to adults (Level 3 or higher) OR/AND lived experience of addiction and recovery (with at least two years of sustained recovery)
- Strong understanding of recovery principles and peer support models
- Excellent communication and interpersonal skills
- Ability to work flexibly and respond to diverse needs across different cultures
- Experience in volunteer management and training delivery
- Proficiency in project management and budget reporting

Essential Skills & Knowledge

- In-depth understanding of safeguarding practices for children and adults
- Commitment to equal opportunities and anti-discrimination principles
- Ability to maintain clear and consistent boundaries
- Strong organizational and time management skills
- Proficiency in data management and reporting
- IT literacy
- Knowledge of international community resources and support services
- Cultural sensitivity and ability to work effectively in diverse international contexts



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