

Volunteer Role Profile

Volunteer Role: **Online Peer Supporters**

Supported by: **Lived Experience Volunteer Coordinator or Team Leader**

Where role is based: **Home**

Why does the role exist?

For over 25 years, GamCare has been there for people experiencing gambling harms, whether that be people who gamble themselves or those impacted by someone else's gambling. We offer support over the phone, face-to-face or online and our treatment is free, flexible and confidential.

As the number of people seeking support grows, with over 40,000 people receiving support each year through our helpline and online support, we have created this exciting new volunteer position. Online Peer Supporters will play a key role in GamCare's work, utilising their own lived experience of gambling harms to listen and support people through their journey, encouraging them towards their goals using motivational interviewing skills.

What will the role involve?

- Supporting contacts through our peer support channels (primarily through weekly email support, but also facilitating our forums and chatrooms)
- Supporting contacts to set goals, regularly checking in on progress, and celebrating achievements
- Utilising your unique lived experience when supporting contacts, in a safe and appropriate way
- Supporting contacts to establish strong support networks
- Referring, where appropriate, to services within the National Gambling Support Network (NGSN)
- Signposting to further support and resources based on individual needs including external agencies, helplines and self-help tools
- Attending and contributing to group supervision sessions
- Attending monthly support meetings with Volunteer Coordinator
- Completing all necessary induction and ongoing training
- Contributing to ongoing service improvements

What do we mean by utilising lived experiences?

Online Peer Supporters will provide support to both people who gamble and those impacted by someone else's gambling (family, friends, loved ones, etc.). Support will be individual and based on their situations but may include:

- **Support for those who gamble:** Helping to navigate the challenges of reducing or stopping their gambling including goal setting, identifying and coping with triggers, building resilience and hope, and establishing a strong support network.
- **Support for those impacted by someone else's gambling:** Providing a safe space for them to share their thoughts and feelings, supporting to set boundaries and manage their own well-being while supporting others.

As people with lived experience of gambling harms, Online Peer Supporters are experts by experience and can use their expertise and insights into gambling harms to support service users. When providing direct support, we aim to match volunteers and service users based on shared experiences where possible, allowing volunteers to utilise their unique perspectives. This shared experience and shared understanding of their journey can help volunteers connect with the service users on a deeper level, providing meaningful support for those affected by gambling harms.

What you will need:

- Good listening, verbal, and written communication skills
- Calm, approachable and able to empathise
- Ability to use lived experience to support those struggling with gambling related harms either through their own gambling or due to family, friend or a loved one
- Comfortable and able to share lived experience where appropriate in a way that inspires hope, community, and reduces stigma to those accessing our service
- Able to share your lived experience safely, considering your own wellbeing and the wellbeing of others whilst doing so
- Able to support others using a non-judgemental approach
- Able to commit to approximately 1-2 hour per week
- Able to commit to the service for a minimum of 6 months
- A stable internet connection with the ability to join video meetings uninterrupted
- A laptop with up-to-date security software

What you will receive from GamCare

- Full support, supervision, and guidance from a Volunteer Coordinator
- Full induction including GamCare's onboarding training with certificate upon completion
- Access to additional training and development opportunities
- Regular supervision and support, both individual and group
- Opportunities to connect with other Online Peer Supporters
- Experience to enhance your CV and employment prospects

Role Responsibility

- Provide regular (up to 3 emails per week) clear and effective communication with service users
- Utilise training provided to develop a personalised plan, in collaboration with the service user focusing on their individual strengths, goals, aims and needs
- Provide ongoing support to help the individual navigate the challenges of recovery and stay on track with their plan
- Provide information and guidance around understanding gambling harms, the recovery process, and how to maintain long-term recovery
- Signpost to other internal and external services and resources as needed
- Participate in training and development opportunities to improve standards of service delivery and to ensure the service offered to clients is of the highest standard
- Engage productively in supervision and case management processes to review cases and interventions to support most effective facilitation of recovery, and the continuous development of skills
- Contribute to debrief and wellbeing processes including 1-1/group supervision
- Engage with ongoing training and development opportunities provided
- Facilitate support through a variety of digital mediums and GamCare systems including email, chatrooms and forums

- Keep timely, accurate records, in line with case management and recording guidelines, and the necessary data for reporting and evaluation purposes
- Sensitively uphold, as appropriate, GamCare's service procedures including confidentiality, safeguarding and GDPR

The Ideal Candidate

The successful candidate will:

- Be confident with IT and working remotely
- 18+
- Have lived experience of gambling related harms and subsequent recovery, either through your own gambling or due to someone else
- Be actively engaged in your own recovery for at least one year
- Have not been engaged with GamCare support services for a minimum of 6 months
- Demonstration of significant sustained recovery and mitigations in place for current or legacy harms
- Excellent communication skills (verbal and written) including the ability to engage with individuals on sensitive topics, in both 1:1 or group online settings using digital platforms
- Excellent time management, planning and organisational skills
- Taking a non-judgemental approach to people experiencing gambling related harms in their journey
- Able to attend relevant training, supervisions and commit to a minimum of 1-2 hours a week of volunteering once trained

This is an exciting and challenging role that offers the opportunity to make a real difference to the lives of those seeking support from GamCare's Remote Services team. If you are in a positive sustained place in your own recovery where you are passionate about helping others, we would love to hear from you.

This role is subject to a DBS check, please do not let that deter you from applying as all applications will be considered. If you have any questions or concerns about this and would like to discuss further, please contact volunteer@gamcare.org.uk

How to Apply

To apply for this role, please complete this application form:

<https://forms.microsoft.com/e/cxrvnyC782>

Alternatively, if you would prefer to submit your application in an alternative format (for example video recording or voice note), please contact volunteer@gamcare.org.uk.

Once we receive your application, a member of the team will get in touch with you to explain the next steps. If you have any questions, please get in touch at the email address above.

The data collected in your application will be stored securely by GamCare, and you can read our full [Volunteer Privacy Policy](#).

Please note recruitment for this role is ongoing and applications will be reviewed regularly with training provided at various points throughout the year. Completed applications will

therefore be stored for up to 4 months, and the team may contact you regarding your application at any point during this time.

About the Company

GamCare are committed to offering safe and confidential support to those affected by gambling related harms. We welcome volunteers with lived experience into our support network and appreciate the value lived experience can bring to our organization. We also acknowledge the importance of lived experience in our services and support network and are proud to welcome applications from individuals with lived experience.

GamCare is an equal opportunities employer and don't discriminate based on race, religion, gender, age, sexuality, gender identification, or physical ability.

For any further information on the role or if you require any reasonable adjustments at any stage of the application or recruitment process, please contact volunteer@gamcare.org.uk and the team will be happy to help.