

Job Description

Job Title:	Gambling Access Lead
Responsible to:	Gambling Service Treatment Manager
Location:	Bristol
Salary:	£34,651
Contract:	Permanent

Role Purpose

To take the role of gambling access lead within Ara's gambling support service. The aim of the role is to provide a pivotal entry point to the wider treatment system for those experiencing gambling related harms or those affected by someone else's gambling, ensuring an efficient and welcoming response for those accessing our gambling support service. The gambling access lead will be responsible for comprehensive assessment, safeguarding and providing practical support to affected others as well as administration and inputting on to Ara's case management system.

Specific Duties

Risk Management

- Undertaking risk management processes and the assessment of risk.
- Develop risk management plans and share information as appropriate in the best interest of the Client and the organisation.
- Undertaking safeguarding actions to protect young people and vulnerable adults as appropriate, share information internally and externally as appropriate.
- Adhere to Ara's Lone Working policy and ensure risks to clients and self are kept to a minimum.
- Respect client confidentiality and adhere to the Ara's confidentiality policy.

Client Support

- Ensure client support plans are high quality, current, relevant and recovery focused.
- Complete comprehensive assessments and take a multi-agency approach to safeguarding and risk management.
- Ensure appropriate systems are in place to collect relevant data following client contact and maintain records to meet organisational needs.
- To manage all referrals to the gambling service and carry out comprehensive assessments to support clients to access the appropriate pathway for their needs.
- To provide advice and information to clients and refer to professionals and other partner agencies where appropriate.
- To clearly explain the assessment process to ensure the service user has clear expectations of the service, process and relevant timescales.

- To process referrals that are received via telephone, website, partner organisations, other professionals or the National Gambling Helpline (NGH) to improve access to our support and treatment services.
- To carry out all administration and follow up relating to referrals and assessment where appropriate.
- Liaising with referrers and service users to chase up referrals and support the access to Ara's services and partner agencies.
- To input all information on to Ara's case management system, update and create client records on the case management system which is used across the National Gambling Support Network (NGSN)
- To ensure that requests for information and data are dealt with in line with Ara's policies, procedures and protocols.

Service Improvement

- Participate in regular reviews of the service in line with organisation policies and procedures.
- Actively seek best practice examples from elsewhere and implement as appropriate.
- Participate in team meetings and provide constructive criticisms to identify opportunities for improvement, respond to criticism by making appropriate adjustments and provide feedback when ideas are not feasible.
- Engage with all relevant stakeholders to support partnership working, improve referral pathways and support continuous improvement of service.

Performance Management

- An understanding and use of data to inform decision making process and continuous improvement of service.

Gambling Liaison

- To provide practical advice and information and facilitate referrals to other organisation to support those affected by someone else's gambling.
- To take a multi-agency approach when dealing with safeguarding and risk management.
- Adhere to Ara's operational model

Other Activities

- Undertake administration tasks as required to maintain Client records, organisational outcomes and any other reporting required.
- Develop your own knowledge and practice by undertaking training, supervision and team meetings.
- Observe the organisations health and safety at work policy.
- Observe organisations equal opportunities, confidentiality, data protection, inclusion and diversity policies.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed.

