

VACANCY

Post: Helpline Adviser

Hours of work: days and evening hours of work to be agreed, some shift work required

Salary: £22,000 per annum

Main Location: GamCare Head Office, Clapham Junction, London

Accountable to: Telephone Helpline Manager

GamCare operate a national Helpline throughout the UK. Helpline Advisers provide emotional support, advice and information to problem gamblers, their families and friends.

GamCare asks that all applicants have a minimum of 2 years abstinence from gambling or substance addiction

Qualifications and Experience

Essential

1. An interest in and commitment to working with problem gamblers and their families
2. Completion of a basic counselling course (covering listening skills, use of empathy and self-awareness)
3. Experience of working on a telephone helpline
4. Excellent telephone manner and a good standard of clear spoken and written English
5. Ability to listen and respond to callers in a non-judgemental way
6. IT literate and experienced in using standard Microsoft programmes
7. Ability to be flexible and to work as a part of a team
8. Ability to work within GamCare's policies, procedures and guidelines
9. Ability to work effectively under pressure and without close supervision
10. Commitment to ongoing professional training and development

11. Ability to provide high standards of customer care and service

Desirable

1. Knowledge of problem gambling behaviour
2. Experience of using a client database to capture call data
3. Interest in working with technology with a view to innovative service delivery

Job Description

Key Tasks and Responsibilities

1. To answer telephone calls coming in to the GamCare Helpline
2. To provide emotional support, advice and information to Helpline callers
3. To assess the needs of callers and refer them to GamCare counsellors
4. To keep accurate data records of enquiries received and to participate in the monitoring and evaluation of the Helpline
5. To input caller data into the client database
6. To actively participate in on-going training and personal development
7. To attend regular supervision
8. To keep informed about industry changes and developments that may be relevant to Helpline callers
9. To attend team meetings, staff meetings and other meetings, as required
10. To work within GamCare's policies, procedures and guidelines
11. To use new technology to enable GamCare to deliver innovative services to problem gamblers and their friends and families

Other duties

1. To undertake administrative tasks within the team as required
2. To contribute ideas towards the development of the work of GamCare
3. To undertake any other duties, that from time to time may be required to meet the needs of the organization

For more info contact Angie Fenn, HelpLine Manager or email angie@gamcare.org.uk