



JOB DESCRIPTION

JOB TITLE: Frontline Services Adviser	REPORTS TO: Frontline Services Team Leader
Accountable to: Head of Clinical Services	DIRECTORATE: Service Delivery

JOB PURPOSE:

The Adviser's role is to provide advice, information, support and extended brief interventions for problem gambling and social responsibility around gambling to all callers who access GamCare's services. These callers may be personally affected by problem gambling, or they may be seeking advice on behalf of an affected person, or they may be other allied agencies seeking information. The ability to communicate professionally, coherently and sensitively is essential as is the ability to manage callers in crisis.

RESPONSIBILITIES:

COMMUNICATION AND RELATIONSHIPS:

1. To communicate effectively, sensitively and empathetically with incoming HelpLine/NetLine callers, ensuring that practice is sensitive to the needs of all individuals and communities and that there is full adherence to GamCare policies and procedures.
2. To communicate effectively and maintain positive and supportive working relationships with staff within GamCare and with GamCare partners and other agencies.
3. To communicate with callers and professionals using the appropriate terminology and only materials, correspondence, and documentation endorsed by GamCare.
4. To assist with any promotion, PR, marketing and evaluation initiatives as directed.
5. To attend team meetings, staff meetings, training, supervision and other meetings as required.

CALLER AND CALLER CARE:

1. To provide a confidential, support and advisory service to callers who want to stop or control problem gambling or who want to support others to do so. This will include providing telephone and web-based information and support for affected individuals and agencies; signposting and extended brief interventions, referring callers to other agencies or to GamCare's treatment services where appropriate and/or when the issue is outside

the adviser's level of professional competence.

2. Understand the nature of problem gambling, and the needs of callers with mental health problems (including those at risk of deliberate self-harm or suicide), young people, people with physical and/or learning difficulties, callers affected by substance misuse and those from disadvantaged communities, and provide appropriate advice and support.
3. Conduct assessments of need and risk and implement risk management and supportive strategies as required. Escalate as per escalation procedure, especially safeguarding issues to the Team leader and/or to other agencies as per policy
4. To discuss any caller concerns with the appropriate professional (e.g. Frontline Team Leader)
5. Provide the caller with appropriate material including GamCare or other approved branded leaflets.
6. To sensitively uphold, as appropriate, GamCare's "Zero Tolerance Policy" of aggressive or abusive behaviour towards its staff and where appropriate, to discuss all calls of such nature with Frontline Team Leader.
7. To moderate and administer the GamCare Forum and Chat Room
8. To provide Gambling focused brief interventions and extended brief interventions to callers
9. To deliver extended brief interventions through call backs

DATA MANAGEMENT AND ORGANISATIONAL SKILLS:

1. To accurately update records of calls received immediately after every call or within a shift, maintaining confidentiality as necessary.
2. To demonstrate commitment and flexibility around the new rostering shift pattern to deliver the Model of Care.
3. To liaise with the Frontline Team Leader about regular supervision and support in delivering the service.
4. Awareness of self-care and personal developmental needs.

RESEARCH, POLICY AND SERVICE DEVELOPMENT:

1. To comply fully with GamCare's policies and procedures, particularly those pertaining to the Data Protection Act, client confidentiality, and the protection of children and vulnerable adults.
2. To participate in monitoring and evaluation of the service and to conduct and present any audits as necessary or as directed by Management.

PHYSICAL RESOURCES:

1. Ensure that there are sufficient resources and materials for use with callers.
2. Ensure care and maintenance of all office, telephone, IT and other audio-visual equipment belonging to GamCare.

OTHER TO BE NOTED:

This job description will be reviewed regularly in the light of the changing service requirements. Any changes will be discussed with the post holder

This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Team Leader.

Person Specification: Knowledge, Skills, Experience

Essential

- Educated to diploma or equivalent level, or with considerable experience in a relevant clinical or helpline setting.
- High level IT literacy and experience in using Microsoft, email and the internet with knowledge of online communication channels.
- Excellent interpersonal and communication skills in spoken and written English.
- Willing to work flexibly, to include evenings and week-ends, across different services, and to attend meetings as required at Head Office
- Demonstrable ability to be sensitive to the needs of others; To listen non-judgementally and respond to callers
- Ability to maintain confidentiality and ethical and professional boundaries at all times
- An interest in and a commitment to working with problem gamblers and their family and friends.
- Ability to clearly and accurately complete written or electronic documentation
- Ability to work within GamCare's policies, procedures and guidelines
- Ability to work autonomously from home and also part of a team
- Excellent time management skills
- To be free of **any** addiction, excluding nicotine, for at least **24 months**
- Ability to work effectively under pressure and without close supervision
- Commitment to ongoing professional development

Desirable

Training or experience in

- working on a helpline (telephone or web-based)
- basic counselling skills (e.g. listening skills)
- Knowledge and experience of working with problem gamblers/ other addictions
- Knowledge of behaviour change techniques, counselling or motivational interviewing skills

SIGNATURES:

JOB HOLDER: _____ **DATE:** _____

MANAGER: _____ **DATE:** _____