



PEER AID CO-ORDINATOR

CANDIDATE APPLICATION PACK

PEER AID PROJECT

Betknowmore UK Ltd.
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Islington, London, N1 2RUA.
Company limited by guarantee.
Registered no. 8822099.





Betknowmore UK, in partnership with Gamcare, is delighted to launch Peer Aid, an exciting new project that will provide **peer support** to help individuals impacted adversely by gambling.



BETKNOWMORE UK

Established in December 2013, Betknowmore UK mission is to address gambling related harm in UK communities. At our core is the 'lived experience' of gambling dependency and recovery, from the Founder to the support team to the Management Board. Services are developed by combining the evidence-based therapeutic therapy, with the insight from those who have first-hand experience of recovery from gambling harm. Our gambling support hubs enable close community engagement, and we work cross-sector to provide a range of award winning support, training and consultancy services.

www.betknowmoreuk.org



GAMCARE

Founded in 1997, GamCare is the leading provider of information, advice and support for anyone affected by problem gambling. We operate the National Gambling Helpline, provide treatment for problem gamblers and their families, create awareness about responsible gambling and treatment, and encourage higher standards of safer gambling practices across the gambling industry.

www.gamcare.org.uk



Welcome to Betknowmore UK

Join us as our new

Peer Aid Co-ordinator

BETKNOWMORE UK AND GAMCARE ARE LAUNCHING A NEW PEER SUPPORT SERVICE CALLED PEER AID. THE PROJECT WILL PROVIDE 1:1 AND GROUP SUPPORT TO INDIVIDUALS HARMED BY GAMBLING. THE PROJECT AIMS TO ENSURE THROUGH EARLY ENGAGEMENT AND INTERVENTION, INDIVIDUALS RECEIVE APPROPRIATE SUPPORT TO ADDRESS THEIR SPECIFIC CONCERNS. THE NEW SERVICE WILL BE INTEGRATED WITH THE GAMCARE NATIONAL TREATMENT SERVICE, WITH PEER SUPPORT OFFERED BEFORE, DURING AND AFTER TREATMENT. THE INITIAL THREE-YEAR SERVICE WILL BE BASED IN LONDON.

We are seeking two candidates who have proven experience of delivering support and training services for vulnerable adults, such as in the mental health or addiction sectors. The co-ordinators will supervise and support the voluntary peer supporters, ensuring a safe and effective network of support is established. The project focus is to recruit, train and support peer supporters who would like to work within their community and engage and motivate individuals towards recovery and positive change. A key aspect of the role will be working with individuals experiencing gambling related harms, requiring an empathetic and compassionate approach and awareness of the complex issues being addressed. A robust management of safeguarding and safe working practices is essential.

The post holder will initially work alongside the Manager to establish the service, managing recruitment and training of Peer Supporters, assessing for additional support needs they may have and ensuring that they are adequately prepared and trained for the role. Thereafter, the Peer Aid Co-Ordinator will manage cohorts of Peer Supporters and monitor and evaluate their engagement with referred service users. This will include helping to provide additional services, such as group meetings and meet ups.

The position is based at the Gamcare Head Office in Farringdon, London and is a full-time post offering a starting salary of up to £26,000 per annum, depending on experience and qualifications. Other benefits include pension, generous work/life balance. This is a fixed term appointment for a period of three years subject to satisfactory role performance.

To apply we are accepting application forms by **email only**; therefore, please email frankie@betknowmoreuk.org with your completed application. Only fully completed application forms will be considered. The **closing date** for completed application forms is **23rd August 2019** and all received applications will be acknowledged.

Successful applicants who are shortlisted will be asked to attend an interview. Good luck with your application and thank you for your interest in our work.

Yours faithfully
Frankie Graham
CEO

JOB DESCRIPTION:

PROJECT/SERVICE: Peer Aid (Peer Support Service)

TITLE: Peer Aid Co-ordinator

REPORTS TO: Peer Aid Manager

BASED AT: Gamcare Head Office

HOURS: 40 hrs per week

SALARY: Up to £26,000 depending on skills and experience

JOB PURPOSE:

To recruit, train and support peer supporters to deliver safe, effective networks of support for people before, during and after treatment.

An aspect of the role will be to work closely with individuals presenting with lived experience of gambling harm issues and/or people affected by this issue. The Peer Aid Co-ordinator will understand gambling related harm and dependency and be able to ensure safe working environments and take a robust lead on safeguarding and harm minimisation procedures and policy.

Based at the Gamcare Head Office, the post holder will work with the Peer Aid Manager and the Joint Project Board to help co-design and set up the project. Initially this will involve the development of the systems and structure of the service, ensuring that governance and policies are implemented, safeguarding and safe working practices are systematic and develop a clear understanding of how the service integrates with the national treatment network.

The next phase will include supporting the development of the training content and materials, working with the Peer Aid Manager to install a training programme and assisting with accreditation of materials. The team will then work together to recruit and train cohorts of Peer Supporters and ensure that they are able to work safely with and support individuals experiencing harms from gambling. It is expected that peer supporters will be people with lived experience of gambling related harm either themselves or through that of a loved one.

Once trained Peer Supporters are appropriately matched with referred individuals, the Project team will ensure that the support and working relationships are safe and secure, that boundaries are maintained and that the engagement process with Gamcare is managed. Peer support will be in befriending capacity and should be provided with a considered and transparent approach.

Other support mechanisms will be developed, such as group support, SMART training and weekly meet ups.

The post holder will develop and maintain relationships with key stakeholders, deliver presentations and other promotions within community, education and health centres to help grow and develop the service. Adherence to health and safety and equal opportunities and diversity policies is expected at all times.



KEY RESPONSIBILITIES AND ACCOUNTABILITIES:

Development and Delivery

- Be an ambassador for peer support and mutual aid.
 - Work with the team to design, develop and deliver training.
 - Ensure all policies and procedures are adhered to.
 - Ensure all environments whether office, remote or electronic are safe and secure.
 - Recruit volunteer peer supporters ensuring safer recruitment practices are adhered to.
 - Provide regular supervision and support to peer supporters both individually and in groups.
 - Deliver training to peer supporters..
 - Ensure services are delivered safely and effectively
 - Input into all relevant data systems to assist in the delivery and evaluation of the service.
 - Represent the organisation at events, seminars and other meetings to inform development and best practice in service delivery.
 - Provide collaborative working with partner agencies.
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Health and Safety Responsibilities

- Assist with the day to day running of service building, ensuring the safety and wellbeing of staff, clients and other beneficiaries.
 - Ensure that health and safety, diversity and equality policies are upheld.
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General

- Attend regular supervision sessions with the Peer Aid Manager.
To operate with clear professional and confidentiality boundaries to work within the organisations code of conduct.
 - To carry out other duties commensurate with the post.
 - Assist with other fundraising associated with service development as agreed with Senior Management.
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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.



PERSON SPECIFICATION: PEER AID CO-ORDINATOR

Two years minimum experience in similar role, or lived experience of gambling related harm.

Qualifications

- Professional qualification in health, social care/community at level 3 or above OR experience of working in health/social care/addiction, or lived experience of gambling related harm.
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Essential Skills and Knowledge

- Knowledge and understanding of recovery.
 - Knowledge of safeguarding children and adults.
 - Knowledge and commitment to equal opportunities and anti-discriminatory practice.
 - Ability to work responsively and flexibly in a range of settings.
 - Ability to represent the service and present to other organisations.
 - Ability to be an ambassador for peer support and mutual aid.
 - Ability to maintain clear and consistent boundaries.
 - Ability to provide supervision to volunteers.
 - Communicate clearly in writing, face to face, on line and on the telephone.
 - Ability to work positively in a team.
 - Ability to work independently, prioritise, plan and manage own workload.
 - Ability to utilise supervision constructively.
 - Knowledge of gambling and related issues.
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Essential Experience

- Experience of liaison with voluntary and statutory organisations.
- Experience of engaging with people from a diverse range of backgrounds.