



JOB TITLE: ENGAGEMENT WORKER	REPORTS TO: SERVICE MANAGER
ACCOUNTABLE TO: DIRECTOR OF CLINICAL SERVICES	DIRECTORATE: CLINICAL SERVICES

JOB PURPOSE:

The Engagement Worker role is responsible for ensuring the delivery of effective, responsive and safe interventions. These interventions will be delivered to people at risk of developing and those experiencing problem gambling and others affected. Interventions will be by providing advice and information, undertaking screening and assessments. Risk management, partnership working and onward referral to appropriate services are core components of the role.

KEY DUTIES AND RESPONSIBILITIES:

Engagement Worker will deliver interventions from the main hub and from smaller hubs locally and will be required to deliver individual and group-based interventions by various mediums, such as face to face, telephone and online to problem gamblers and affected others.

The Engagement Worker will be expected to work in a way that recognises and values diversity and with an understanding of the functional model of Problem Gambling, the model of change, CBT and be commitment to Recovery, the practitioner will be required:

- To deliver interventions based on presenting needs and motivation to engage in treatment
- To provide treatment that is evidence based, recovery focused and tailored to the needs of the individual as per GamCare's models of care.
- To provide advice and information, screening, brief and comprehensive assessments with individual, families or couples.
- To undertake appropriate risk assessment, planning and review
- To work in partnership with local partners in a way that best serves the needs of the client
- To provide extended brief interventions according to the stepped care approach
- To ensure effective and safe case management
- To deliver group programmes and support groups
- To maintain written records and data in a timely way
- To liaise with agencies, professionals and groups as necessary.
- To participate in service promotion and information events.
- Work effectively and positively as a team member.

General

- Keep accurate records and the necessary data for reporting and evaluation purposes.
- To undertake training as required by the organisation.
- To participate in supervision as required by the organisation.
- To participate in Multi-Disciplinary Team Meetings
- Take responsibility for personal development and participate in PDR/appraisal process.
- To attend meetings as required by the organisation.
- To work within GamCare policies and procedures
- To undertake such other duties as required by the organisation.
- To notify the manager of any untoward occurrences which may affect the service, both at a professional and administrative level.
- To provide written records and reports as required by the organisation.

- To be flexible with regard to working patterns to meet the requirements of the service by working weekend and evenings.
- To be willing to travel to locations as required
- To understand and work with the values, aims and objectives of GamCare

INFORMATION MANAGEMENT SYSTEMS:

- To ensure clinical case notes (paper-based and electronic) are updated routinely and to write assessment, progress and discharge summaries as necessary.
- To sensitively uphold, as appropriate, GamCare's service procedures to clients, including that pertaining to client's confidentiality, data protection, risk management, data recording and management and the zero-tolerance policy of aggressive or violent behaviour towards its staff.
- To provide statistical information and engage in clinical audits and service evaluations as required.

TO BE NOTED:

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 Service Manager

- This job description will be reviewed regularly in the light of changing service requirements. Any changes will be discussed with the post holder.
- The post holder is expected to comply with all relevant policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information, clinical governance and research governance

Person Specification: Experience, Skills

Essential

Qualifications/Experience

Professional qualification in health/social/youth and community care, e.g. NVQ Level 3 or above, DipSW, Mental Health Nursing, Counselling, Addiction Studies.

or

Demonstrable experience of working in the field of addiction with a commitment to complete NVQ level 3 Health and Social Care.

Knowledge

- Significant experience of individual client work in an addictions or social care setting with adults and or young people.
- Knowledge of gambling and its related issues.
- Knowledge and understanding of the functional model of Gambling.
- Knowledge and understanding of the Recovery Agenda.
- Experience of liaison with voluntary and statutory agencies.
- Experience of working with health professionals.
- Understanding and commitment to the principles of confidentiality.
- Experience of engaging effectively with clients.
- Knowledge and commitment to equal opportunities and anti-discriminatory practice
- Good IT skills with a working knowledge of Microsoft Office.

Skills and Abilities

- Ability to work responsibly and flexibly in a variety of service delivery settings.
- Ability to develop and implement assessment process relevant to each setting, having regard for the personal, social and cultural needs of the client.
- Ability to write client records, reports and fulfil data requirements.
- Ability to evaluate the on-going development of primary and secondary care work.
- Ability and confidence to present and promote the service to GPs, primary and secondary care workers, Police, Magistrates and other outside agencies.
- Ability and willingness to work with cognitive behavioural interventions
- Ability and willingness to work with the Model of Change framework.
- Ability to work within the Confidentiality Policy and Sharing Information Protocols.
- Ability to maintain clear and consistent boundaries with clients.
- Ability to communicate clearly and appropriately, in writing, face to face, on line or on the telephone, with people from a wide range of social and cultural backgrounds.
- Ability to work positively within a team.
- Ability to work independently, prioritise, plan and manage own workload.
- Ability to undertake training and maximise learning.
- Ability to use supervision constructively.
- Ability to provide a flexible and adaptable approach to ensure services are accessible and responsive to client needs.