NECA

JOB DESCRIPTION

Job Title	Gambling Harm Prevention & Education Coordinator
Salary	£33,108 per annum
Hours of Work	35 hours per week. Some flexibility for evenings / weekends will be required.
Location	Office base at NECA Headquarters with travel across the North East region. NECA reserves the right to change the post holder's place of work
Line Manager	Gambling Harm Prevention & Education Manager
Purpose of Job	The "Empowering Youth: Gambling Harm Prevention Education Program" seeks to educate, raise awareness, and build resilience in youth, equipping them with the knowledge and tools to navigate the increasing exposure to gambling. The team of Prevention & Education Coordinators take the lead in raising awareness and educating local communities through delivering prevention and education programs to young people, professionals and parents / carers, collaborating with stakeholders, and supporting individuals and communities to reduce the risks associated with gambling.

Principle Responsibilities

Program Development & Delivery

Design, implement, and evaluate gambling harm prevention programs, workshops, and educational materials tailored to various audiences, including schools, community groups, and professionals.

Develop and distribute engaging, age-appropriate educational resources on gambling harms, and available support services.

Continuously improve and adapt programs based on feedback, trends, and latest research and customise content for specific groups, making it more engaging and effective, including for SEN students

Training and Capacity Building

Build and maintain relationships with local communities, health organisations, and other stakeholders to promote awareness of gambling harms and available resources.

Facilitate training sessions for educators, health professionals, and other stakeholders to enhance their understanding of gambling harms and equip them with strategies for prevention and support.

Workshop delivery for parents or carers to raise awareness of Gambling Related Harms and appropriate specialist support services.

Provide support and guidance to local organisations for engaging at-risk populations and addressing gambling-related issues.

Develop a Network of Youth Champions and Ambassadors providing mentorship to equip them with the knowledge and skills needed to advocate for gambling harm prevention among their peers.

Collaborate with youth champions to co-design campaigns, workshops, and initiatives aimed at educating young people about the risks associated with gambling.

Organise events, activities, and leadership opportunities to engage and empower youth ambassadors in actively contributing to prevention efforts.

Brief Intervention and Support

Provide initial brief interventions to individuals at risk of gambling-related harm, offering timely support and guidance.

Act as a first point of contact for individuals seeking help, offering empathetic, non-judgmental support, and ensuring they are signposted to specialist gambling support services.

Facilitate follow-up health and wellbeing drop-ins after educational sessions with the aim of increasing engagement and success in interventions.

Understand responsibilities to Child Protection and Safeguarding, promoting children and young people's welfare in relation to all advice, support, interventions and services provided.

Community Collaboration

Establish and nurture partnerships with local community groups, public health teams, healthcare providers, and other stakeholders to enhance awareness and prevention efforts.

Actively participate in local networks, enhancing community connections and collaboration

Collaborate with the gambling support service to organise joint initiatives aimed at reducing gambling harms in at-risk populations.

Monitoring and Evaluation

Collect and report data on the effectiveness of prevention and education programs, using both qualitative and quantitative metrics.

Develop feedback mechanisms to assess program impact, adjust strategies, and recommend improvements.

General

Communicate effectively, sensitively and empathetically with young people from different backgrounds, ensuring practice is sensitive to the diverse needs of all individuals.

Communicate effectively and maintain positive and supportive working relationships with clients, colleagues and professionals across the delivery network

To be flexible with regards to working patterns to meet the requirements of the service.

Be willing to travel to locations as required across the region.

Participate in service promotion and information events.

Assist with marketing and promoting the service.

Ensure that all safeguarding issues, including child protection and protection of vulnerable adults, are dealt with in accordance with organisational policies and procedures, and local and national statutory requirements

Measure, monitor and evaluate the effectiveness of services, taking account of both quality and quantity, and produce reports as appropriate.

Quality

Ensure all services are delivered in accordance with recognised quality standards including NICE, Models of Care and any other standards relevant to the Service.

Ensure quality standards are maintained through continual monitoring of own performance expectations; and through stakeholder feedback, including service-users and partner agencies;

Provide statistical data and reports as requested for quality assurance.

Ensure compliance with the Quality and Clinical Governance

Health and Safety

Ensure a safe working environment for self, colleagues, and service users at all times.

Ensure completion of risk assessments as required

Ensure compliance with the Safety, Health, Environment and Fire (SHEF) Handbook.

Personal and Professional Development

Seek, accept and participate in monthly Managerial supervision

Continually review and assess own performance and identify further development needs

Participate in further learning, development and training in line with professional development needs and in accordance with relevant regulatory bodies.

Attend and contribute to team meetings and any other relevant groups or forums related to the duties and responsibilities of the post

Criminal Record Checks

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (DBS) to check for any previous criminal convictions.

Values and Behaviours

Ensure Compliance with all Staff Codes of Conduct, Policies and Procedures.

Ensure compliance with Regulatory / professional Membership Codes of Conduct, Policies and Procedures.

Ensure all individuals are treated with dignity and respect and all times.

NECA aim to offer a quality service at all times and are committed to promoting continual improvement throughout all services delivered. All staff are expected to share this aim and contribute towards upholding and enhancing further the standard and quality of service delivered throughout NECA.

Adhere to the NECA values:

RESPECT	We listen and communicate directly and openly. We value Diversity.
QUALITY	We challenge ourselves to deliver the highest quality of service
INTEGRITY	We do what is right not what is easiest.
PARTNERSHIP	We achieve our best when working together.
EMPOWERMENT	We work with you as a unique individual
COMMITMENT	Commitment comes to life through passion in what we do. As individuals and as an organisation, we create value.

To undertake any other task which may be deemed appropriate to the post

Core Competences / National Occupational Standards (Including Drug and Alcohol National Occupational Standards – DANOS): http://tools.skillsforhealth.org.uk

Core Competence		NOS / DANOS Reference	NOS Title
Client Focus and Service Delivery			
Efficiency	Manage time and resources effectively to ensure the quality of care is maintained or enhanced	HT4	*Manage and organise your own time and activities*
Professionalism	Ensures practice is consistent with scope of practice, organisational, professional and regulatory standards, guidance and codes of conduct. Respect professional boundaries	CHS167	*Obtain valid consent or authorisation*
		GEN63	*Act within the limits of your competence and authority*
Customer Service	Maintain the highest standards of care and service, taking responsibility for individual customer service and contributing to the wider aims of the team	CFACSD2	*Support customer service improvements*
Best Practice	Use up-to-date knowledge and evidence to assess, plan, deliver and evaluate care, communicate findings, influence change and promote best practice	SFJ GAM001	*Identify indicators of gambling-related harm in individuals and signpost to appropriate sources of help*
Health Promotion	Use up-to-date knowledge and evidence to assess, plan, deliver and evaluate care, facilitate change and promote health and wellbeing	SFJ GAM004	*Provide information, advice and support relating to player protection and responsibility in gambling*
		HT2	*Communicate with individuals about promoting their health and wellbeing*
		PHP15	*Encourage behavioural change in people and agencies to promote health and wellbeing*
		PHP13	*Provide information to individuals, groups and communities about promoting health*
		GEN111	*Enable individuals, their family and friends to explore and manage change*
		HT3	*Enable individuals to change their behaviour to improve their own health and wellbeing*
		SCDHSC0382	*Support individuals to manage change in their lives*
Communication			
Effective Communication	Communicate in a succinct, engaging manner and assertively when needed using appropriate styles and methods	SCDHSC0031	*Promote effective communication*
Information gathering	Know how to access relevant information and use and apply information in practice.	SCDHSC0414	*Assess individual preferences and needs*
Empathy, Support	Listen, support others, gain trust, show understanding and adopt a non-confrontational and non-judgemental approach	CM G4	*Communicate with individuals, groups and communities about promoting their health and wellbeing in a defined caseload*
		SCDHSC0021	*Support effective communication*

Building Relationships	Develop and sustain productive working relationships. Gain and maintain the trust and support of colleagues	CFAM&LDD1	*Develop and sustain productive working relationships with colleagues*
Data Management	Maintain accurate, clear and complete records and reports	SFJCCDF1.1	*Maintain the security of data through your own actions*
Team Working			
Collaboration	Adopt a team approach; acknowledge and appreciate efforts, contributions and compromises; develop networks	SCDHSC0241	*Contribute to the effectiveness of teams*
		CFACSD8	*Work with others to improve customer service*
Self and Others	Works in partnership with colleagues for the benefit of service users. Is self-aware and confident in own ability.	GEN123	*Work with others to facilitate the transfer of individuals between agencies and services*
		GEN39	*Contribute to effective multidisciplinary team working*
Leadership	Act as a role model. Show initiative, take ownership of work and organise and manage self while taking account of the needs and priorities of others and the service.	SS04	*Give customers a positive impression of yourself and your organisation*
Integrated Governance			
Knowledge	Have up-to-date knowledge of national standards, regulations, and legislative requirements relevant to own area of practice. Understand and work within local and national policies, processes and systems that impact on practice and understand impacts on the wider healthcare community.	SCDHSC0043	*Take responsibility for the continuing professional development of yourself and others*
Accountability	Accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body	GEN23	*Monitor your own work practices*
Safeguarding	Assess and manage the risk to service users, recognise indicators of possible harm and refer as appropriate if a safeguarding concern is identified	SCDHSC0024	*Support the safeguarding of individuals*
		SCDHSC0035	*Promote the safeguarding of individuals*
Quality and Safety			
Decision Making	Make person-centred, evidence-based judgments and decisions, in partnership with others involved in the care process, to ensure high quality care. Make or review a diagnosis, generate options and follow up	SCDHSC3115	*Process information for use in decision-making*
Safety	Show awareness of own limitations; take reasonable care of health and safety of you, your team and others ensuring compliance with health and safety requirements; Be uncompromising on service user safety.	AB5	*Assess and act upon immediate risk of danger to individuals who have used alcohol and other substances*
		CFAWRV1	*Make sure your actions contribute to a positive and safe working culture*
		SCDHSC0022	*Support the health and safety of yourself and individuals*
		GEN134	*Contribute to the prevention and management of abusive, aggressive and challenging behaviour*

Integrity	Uphold personal and professional ethics and values. keep information secure and confidential in accordance with the law and relevant ethical, regulatory and organisational frameworks	CHS167	*Obtain valid consent or authorisation*
		CHS169	*Comply with legal requirements for maintaining confidentiality in Healthcare*
		SFJCCDF1.1	*Maintain the security of data through your own actions*
Core Values			
Equality and Diversity	Value, respect and promote equality and diversity, adhering to equality and human rights legislation and taking into account the values of the organisation.	SCDHSC0332	*Promote individuals' positive self-esteem and sense of identity*
		SCDHSC3111	*Promote the rights and diversity of individuals*
		SS01	*Foster people's equality, diversity and rights*
Learning and Development	Learn through participating in continuing professional development and from experience and feedback. Actively participate in the review and development of practice	GEN23	*Monitor your own work practices*
		GEN36	*Make use of supervision*
		SCDHSC0023	*Develop your own knowledge and practice*
		SCDHSC0033	*Develop your practice through reflection and learning*
Innovation	Actively contribute to plans to achieve service goals creating a climate of continuous service improvement	CHS231	*Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances*
		CFACSD9	*Promote continuous improvement*

Person Specification – Essential Criteria
Knowledge
Equality and Diversity Practices. The candidate must be able to demonstrate an awareness and understanding of the aspects and values of equal opportunities. Ideally, the candidate must also demonstrate from their own experience a contribution they have made to promoting anti-discriminatory practice.
Knowledge of youth work approaches
Knowledge of learning and development approaches and tools
Knowledge and understanding of issues related to gambling and appropriate interventions.
Skills
Highly developed communication skills
Networking skills and an ability to maintain good external relationships with third parties
Excellent leadership skills
Ability to proactively develop, assess and evaluate different project options
Excellent presentation skills
Ability to act as ambassador for the programme across different settings and stakeholders
Ability to take a non-judgemental approach to gambling, problem gambling and problem gamblers
Specific skills in working with young people with a genuine interest in working in this area
Ideally skills / interest in contributing to a wider pool of research into youth problem gambling / addictions
Experience
Designing and delivering training products
Working with young people or in youth settings
Managing projects or programmes
Ideally, experience in the field of gambling addiction, or addictions more generally
Ideally, experience in the design of problem gambling training programmes
Experience of working with gambling clients or prepared to undertake Gamcare training
Qualifications
Minimum level 4 qualification in youth work, social work, education and health promotion or youth-counselling. Level 3 Training/Education Qualification desirable.
Capable of independent travel across the North East region. Access to own vehicle and full drivers licence desirable.

The above attributes are, except where stated, the minimum essential criteria without which a candidate would not normally be short listed for interview.