

Job Description

Job Title:	Affected Others Project Worker
Responsible To:	Affected Others Project Lead
Responsible for:	N/A
Based:	South West / Wales
Salary:	£22,920 - £27,540 (35hrs p/w, 18 Month Contract)

Role Purpose

The purpose of this role is to successfully deliver the aims of the Affected Others (AO) Project, which seeks to support those affected by a loved one's harmful gambling. Affected Others Project Workers will build strong relationships with Service Users referred to the project, and ensure that bespoke, practical support plans are developed for each client that focus on delivering recovery outcomes from gambling harms, and building positive futures.

In addition to ensuring that affected others have access to bespoke support, therapies and treatment in conjunction with the National Gambling Treatment Service, the AO Project Workers will act as advocates on behalf of clients, ensuring that they are able to access appropriate resources from statutory and third sector organisations in their local community.

Key responsibilities/accountabilities

This role is a practitioner grade, and the Project Worker will strive to ensure the best possible interaction with clients affected by a loved ones disordered gambling.

The post holder will be responsible for owning a caseload of AO clients, and co-creating support plans covering a number of themes (such as counselling, debt & financial support, access to peer groups, housing and legal signposting) that aim to improve the quality of life for AOs. AO workers will ensure clients are referred to the relevant NGTS (National Gambling Treatment Service) provider for treatment.

AO workers will be both reactive and proactive – initial work will focus on contacting relevant agencies about the project and upskilling about AO gambling harms, with a view to promotion and obtaining referrals. AO workers will also take on clients after triage on the helpline, and do initial contact and assessment.

The post holder will hold an enhanced DBS to allow them to work with all AOs including children as necessary. Safeguarding will be an integral part of the role, ensuring that clients' safety is the highest priority in all elements of the service.

Specific duties

- Support development of and ensure the effective delivery for the Affected Others project.
- Be part of a high performing team, dedicated to ensuring people suffering the effects of harmful gambling have frictionless access to the support that they need for recovery.
- Pro-active stakeholder management to ensure appropriate communication across the project

- Create detailed support plans with AO clients, which are regularly reviewed to ensure that for the care lifecycle of that client's interactions with the project, they receive broad support that gives them the best chance of recovery.
- Responsible for ensuring best practice safeguarding practices within the service.
- Contributing to data capture within the project to allow for excellent analysis of project MI (management information)
- Contribute to raising the profile of the Ara gambling service to maximise clients referred.
- Act as a community engagement broker and advocate for AO clients, ensuring they have awareness of and can access partner agency services as required.
- Travel as required to build project relationships, both internal and external.

Team Working

- Support the Affected Others Project Lead in effectiveness and high performance of service
- Undertake training as required
- Work in a professional and supportive way with other members of the AO team, and also the wider Ara gambling service.
- Model attitudes and behaviours to ensure Ara's Services are of the highest quality
- Adhere to all organisation policies and procedures in relation to HR. Attend regular supervisions.
- Contribute to the equality of opportunity and diversity in the organisation, and adherence to Ara values within the team

Risk Management

- Be aware of risk management and safeguarding policies and procedures, and apply them appropriately.
- Support the AO Project Lead with risk management plans and share information as appropriate in the best interest of the Service User, other Service Users, and the organisation.
- Undertake Safeguarding actions to protect clients at risk as appropriate, share information internally and externally as appropriate.
- Follow systems in place to assess, mitigate and manage your own risk, and in particular with reference to lone working.

Client Support & Service Management

- Ensure support activities and interventions delivered that you deliver meet and integrate with the organisational requirements for quality management, health and safety, legal stipulations and duty of care to clients
- Provide comprehensive assessment of each AO client's support needs, ensuring Service Users meet eligibility criteria, needs are identified, and support plans developed.
- Proactively engage with organisations to raise awareness of the AO project, what services are offered, and generate referrals
- Support the AO Project Lead with systems to identify, assess and admit appropriate clients to the service.
- Comply with all legal, regulatory, ethical and social requirements.
- Use techniques, relevant to the individual client, to ensure that they build and maintain motivation to complete their recovery journey.
- Contribute to information management and communication systems for robust and data-informed performance reporting.

Referral, Assessment and Admissions

- Promote the service through building positive relationships with current, potential referrers and service users.
- Support triage through the AO helpline as required
- Provide assessments for new clients, including assessing safeguarding criteria.

Liaison with other agencies

- Represent the organisation at relevant meetings, providing information about Ara's services
- Promote the organisation and Ara's services to relevant stakeholders, referral sources and treatment providers.
- Pro-actively seek partnerships with other organisations that are beneficial to Ara's interest.
- Publicise Ara's services, developments, and changes to those services to stakeholders, referral sources and treatment providers.

Service Improvement

- Contribute to accurate, data-driven reports for stakeholders at all levels, both internal and external.
- Contribute to regular reviews in line with organisational policies and procedures.
- Help to utilise Service User and Experts by Experience feedback to identify service improvements to better meet service user needs.
- Actively seek best practice examples from elsewhere and implement as appropriate.
- Contribute as required to Ara's quality Audit processes and embed continuous improvement in service culture

Other Activities

- Observe all the organisation's policies, including but not limited to health and safety at work, equal opportunities, confidentiality, substance misuse testing policies and procedures, data protection, inclusion and diversity policies.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed.

Skills, Experience & Knowledge

- Similar Support Worker experience
- Ability to deliver an empathic and challenging approach to service users
- Experience of partnership working and inter-agency liaison
- Excellent interpersonal, oral and written communication skills
- Good knowledge of health and safety, safeguarding and data protection policies
- Good organisational and time management skills
- Knowledge of MS Office Suite (Word, Excel) and other commonly used office packages
- The ability to manage own workload
- A problem-solving approach
- Full UK drivers licence and use of a car
- Good IT literacy, and an appreciation of the contribution data makes to clear reporting

Personal qualities

- Confidence to work with autonomy and minimal supervision to deliver tangible results
- Self-motivated and able to work under pressure
- Friendly, approachable, helpful, patient and passionate about supporting people
- Professional boundaries in place Demonstrates trust, openness and respect in dealings with people, treating everyone with compassion and kindness promoting equality and diversity
- A good communicator who listens, is able to express themselves clearly and encourage Service Users to strive for a healthier life
- A positive individual with a 'can do', results driven approach and attitude
- The ability to prioritise tasks and work under pressure
- Flexible and adaptable to changing workloads
- Embodies the Ara values of being passionate, professional, dynamic, enduring, respectful, and supportive.