

Job Description

Job Title: Gambling Service Armed Forces Education and Training Lead

Responsible To: Ara Gambling Service Manager

Direct Reports: N/A

Based: Hybrid Role – Wales (Cardiff Office) or South-West (Bristol Office)

Salary: £30,348 (Fixed Contract until 31st March 2026)

Role Purpose

To be a member of the Ara gambling treatment services team, and to deliver a service aimed at promoting greater understanding of gambling issues amongst Armed Forces populations across the South-West and Wales. To educate these cohorts about the dangers of gambling harm, and where to get help if needed. To upskill professionals to be able to educate and talk to colleagues about gambling related harm and offer screening tools to promote accessibility to treatment where needed.

Duties also involve creating opportunities to promote and administer early intervention and access into treatment and support services as required.

Specific Duties

- Deliver Gambling Awareness Workshops directly to the armed forces community in several settings (e.g., formal and informal armed forces premises, barracks, reserve centres, military preparation colleges, youth cadet centres, regimental and veteran's associations).
 - Engage and train the professionals and organisations who provide services directly or indirectly to the armed forces community.
 - Promote Armed Forces Gambling Support Network (AFGSN) and its associated education and training programmes by establishing connections and relationships with relevant stakeholders and groups across the South-West and Wales regions.
 - Schedule, plan and deliver 'Gambling Education and Awareness' workshops to the armed forces community directly.
 - Attend, participate and contribute to the programme as part of the 'Bet You Can Help' Practitioners' forum assisting in product monitoring, evaluation and design.
 - Schedule, plan and deliver 'Professionals' training sessions with a range of practitioners who support members of the wider armed forces community.
 - Conduct when appropriate Brief Advice / Interventions with service users who are affected directly by gambling related harms and assist individuals with access to treatment and support services via signposting and referral, as necessary.
 - Using your skills and knowledge of harmful gambling to help members of the armed forces community to make positive choices based on their needs.
 - To meet and oversee contracted Key Performance Indicators (KPI's) linked to the project.
- Maintain accurate records and provide statistical information required (including follow up requirements) to assist delivery and programme evaluation.

- Understand responsibilities to Safeguarding practices, promoting children and young people's welfare in relation to all advice, support, interventions, and services described above.
 - Champion the Armed Forces Gambling Support Network (AFGSN) project both internally and externally.
 - Liaise regularly with the South-West and Wales Community Engagement Managers to ensure a one team approach.
 - Support, train and engage with regional Community Engagement Leads to improve client access, delivery and reach.
 - Develop own knowledge and practice by: (1) undertaking training as required and agreed with line manager; (2) meeting regularly with line manager for supervision and support; (3) participating in staff and team meetings throughout Ara as required.
 - Communicate effectively, sensitively, and empathetically with service users from different backgrounds, ensuring practice is sensitive to the diverse needs of all individuals.
 - Communicate effectively and maintain positive and supportive working relationships with 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 South-West and Wales regions.
- Participate in service promotion and information events.
- 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.

Other Activities

- In consultation with the Gambling Services Delivery Manager, to fully adhere to all aspects of Ara's safeguarding policies, in relation to all advice, support, interventions and services.
- Be responsible for own administrative output e.g. word-processing with the support of the central Administrative & IT department where necessary.
- To present as an appropriate role model to Ara volunteers & clients, and to always maintain professional boundaries in the workplace.
- Represent Ara in a way that is consistent with its philosophy and always work within Ara's agreed policies and procedures.
- Always observe Ara's Equal Opportunities, Confidentiality, Data Protection, Inclusion and Diversity Policies.
- Observe the organisation's Health and Safety at Work Policy.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

Skills, Experience & Knowledge

- Experience of providing training
- Experience of working with stakeholders on specific projects
- Experience of multi-disciplinary and inter-agency liaison
- Group work experience
- Ability to deliver an empathic and challenging approach to service users

- Ability to be self-servicing re administrative output
- Implementation of equal opportunities policies
- Understanding of child protection and safeguarding.
- Ability to design and deliver gambling awareness education and prevention programmes
- Experience of partnership working and inter-agency liaison
- Professional boundaries in place
- Ability to work effectively in a team
- Organisation and time management skills
- Open to personal and professional development
- Full driving license with access to a car for work purposes
- Excellent communication skills, clear written style, concise report writing and methodical approach to work.
- High level of literacy and numeracy and the ability to produce succinct reports and costed proposals
- Good knowledge of health and safety, safeguarding and data protection policies
- Good IT literacy, and an appreciation of the contribution data makes to clear reporting
- Lived experience welcome

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
- Demonstrates trust, openness and respect in dealings with people, treating everyone with compassion and kindness promoting equality and diversity
- A good communicator who listens, can 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
- Professional boundaries in place
- A commitment to Ara's overall aims and objectives with an ability to present Ara in a way that is consistent with its philosophy