

Job Description

Job Title:	Community Engagement Lead (Ara Gambling Treatment Service)
Responsible To:	Community Engagement Manager
Direct Reports:	N/A
Based:	South Wales – Hybrid Role (Cardiff Office)
Salary:	£30,348

The Organisation

For over 30 years, Ara has provided structured treatment, counselling, housing support, education, training and employment guidance, as well as many other interventions to promote recovery and a healthier life for its clients. In 2023/2024, we supported over 25,000 people for the first time in our history, and by 2028 we aim to be working with 50% more beneficiaries. For many years we have been supporting people across Wales and South West who are experiencing gambling related harms both individually and as an affected other as part of the National Gambling Support Network (NGSN). We offer free and confidential advice about gambling, together with one-to-one support for people experiencing harms with their own gambling, or that of a family member.

Role Purpose

The role of a Community Engagement Lead is to work alongside Community Engagement Managers to improve Ara's outreach into regional communities. Community Engagement Leads will be working within local systems to raise awareness of gambling harms, educating communities and facilitating improved access for people to early engagement and interventions as well as structured support. They will offer a range of training, including Ara's bespoke Bet You Can Help programme. This will be offered to a wide range of front-line services to educate them to identify gambling harms and to signpost people to local services.

Key Responsibilities

Work collaboratively within Ara's Community Development team and liaise with Ara's existing projects to ensure a strategic and high-quality approach to stakeholder engagement throughout Wales/ South West.

Create and maintain partnerships with a variety of organisations across sectors to ensure a seamless referral pathway for clients.

Create a hybrid working approach where time is spent working from Ara premises but also from within organisations in the local communities, i.e. GP Surgeries, Social Housing, third sector organisations.

Deliver Gambling Harms training to professionals within the community using Ara's Bet You Can Help training package.

Assist Ara in developing and publicising their early engagement and intervention offerings in order to reduce and limit gambling related harms.

Target individuals and organisations from high-risk groups such as global majority communities, Criminal Justice settings, students, armed forces, sports clubs/ organisations for awareness raising and frictionless referral pathways.

Support individuals who are identified in the community by providing a brief intervention, developing an initial action plan, providing a menu of options for support/ self-help and encouraging ongoing support within Ara's services.

Manage your own diary, schedule, plan and deliver sessions for stakeholders in line with the contact aims. The role will allow working from home, but must be willing to travel to cover Ara's geographical area as well as on occasion supporting colleagues across Wales and on occasion South West England.

Develop your 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.

Other Activities

- In consultation with the Gambling Services Managers, fully adhere to all aspects of Ara's Protection Policy and Safeguarding, in relation to all advice, support, interventions and services.
- Be responsible for our 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 maintain professional boundaries in the workplace at all times.
- Represent Ara in a way that is consistent with its philosophy and always works within Ara's agreed policies and procedures.
- Observe at all times 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 multi-disciplinary and inter-agency liaison
- Welsh speaking preferred but not necessity
- Ability to deliver an empathic and challenging approach to service users
- Ability to be self-servicing re administrative output
- Implementation of equal opportunities policies
- Ability to design and deliver gambling awareness education and prevention programmes
- Ability to work effectively in a team
- Organisation and time management skills
- Open to personal and professional development
- Full driving licence with access to a car for work purposes
- Excellent communication skills, clear written style, concise report writing and a 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

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
- Embodies the Ara values of being passionate, professional, dynamic, enduring, respectful, and supportive.