

Job Description

Job Title:	Community Engagement Lead
Responsible to:	Community Engagement Manager
Location:	Dorset/Wiltshire – hybrid (community based and some homeworking)
Salary	£31,562
Contract	Permanent, 35 hours per week

Role Purpose

The **Community Engagement Lead (CEL)** works alongside the Community Engagement Manager to strengthen Ara’s presence within regional communities and improve access to gambling harm support.

CELs work in partnership with local organisations and frontline services to raise awareness of gambling-related harms, educate communities, and improve pathways into early intervention and structured treatment. They deliver training equipping professionals with the knowledge and confidence to recognise the signs of gambling harm, respond compassionately, provide appropriate advice, support at assessment and signpost individuals to appropriate local support through Ara’s treatment service.

In addition to delivering training, CELs provide advice, brief interventions, and community-based support. They work closely with Ara’s counselling team and local stakeholders to ensure individuals affected by gambling harms can access the right support at the right time, helping to reduce barriers to treatment and improve outcomes.

Specific Duties:

- Work collaboratively within Ara’s Community Team across the South West, liaising with existing and building new partnerships to ensure a coordinated, and high-quality approach to stakeholder engagement.
- Develop, build, and maintain strong partnerships with organisations across the statutory, voluntary, community, and private sectors to create seamless referral pathways into Ara’s gambling harm treatment services.
- Adopt a hybrid approach to community engagement, dividing time between some homeworking and outreach within local organisations such as GP surgeries, social housing providers, local authorities, criminal justice settings, and voluntary sector

organisations.

- Deliver Ara's bespoke gambling harms prevention training to professionals, increasing awareness, improving confidence in identifying gambling-related harms, and promoting compassionate conversations and effective signposting.
- Promote Ara's early engagement and intervention services to reduce gambling-related harms and improve access to support.
- Proactively engage with organisations and communities representing groups at greater risk of gambling harms, including Global Majority communities, people within Criminal Justice settings, Armed Forces personnel and veterans, LGBTQ+ communities, and other underserved or hyperlocal populations, ensuring inclusive and accessible referral pathways.
- Build and sustain effective multi-agency partnerships that support collaborative working, shared learning, and improved outcomes for individuals experiencing gambling-related harms.
- Effectively manage a diverse workload by planning and organising stakeholder engagement activities, maintaining an organised diary, and delivering training and outreach sessions in line with contractual objectives and service priorities.
- Work predominantly within Dorset and surrounding counties, while contributing to the wider South West Community Team.
- Occasional travel to other regions across the southwest, supporting the wider team
- Maintain and continually develop professional knowledge and practice by:
 - Undertaking relevant training and continuous professional development agreed with the line manager.
 - Attending regular supervision and one-to-one meetings for support, reflection, and performance development.
 - Participating in team meetings, organisational events, and wider Ara activities as required.
 - Keeping up to date with emerging evidence, legislation, and best practice relating to gambling harms, public health, and community engagement.

Other activities

- In consultation with the Gambling Services Managers, ensure full compliance with Ara's Safeguarding and Protection Policies, applying these consistently across all advice, support, interventions, and service delivery.
- Take responsibility for maintaining accurate and timely administrative records, including data entry, and other documentation, with support from the central teams where required.
- Act as a positive and professional role model for Ara colleagues, volunteers, and clients, maintaining appropriate professional boundaries and upholding the

organisation's values at all times.

- Represent Ara professionally, ensuring all activities reflect the organisation's vision, values, and commitment to delivering high-quality, person-centred services.
- Comply with all organisational policies and procedures, including those relating to Equality, Diversity and Inclusion, Confidentiality, Data Protection, Information Governance, and Professional Conduct.
- Take reasonable care for the health, safety, and wellbeing of yourself and others by working in accordance with Ara's Health and Safety Policy and relevant legislation.
- Maintain high standards of professionalism, integrity, and accountability, contributing positively to the wider organisation and supporting a culture of continuous improvement.
- Undertake any other duties and responsibilities as reasonably requested by the organisation.

Experience & Knowledge required

- Experience of working collaboratively within multi-disciplinary teams and developing effective partnerships across statutory, voluntary, community, and private sector organisations.
- Ability to recognise, assess, and respond appropriately to risk, including safeguarding concerns, in line with organisational policies and procedures.
- Demonstrable ability to engage, motivate, and support individuals using an empathetic, person-centred approach while appropriately challenging behaviours to encourage positive change.
- Ability to manage administrative responsibilities independently, maintaining accurate records and meeting reporting requirements.
- Understanding of and commitment to Equality, Diversity and Inclusion, with the ability to apply inclusive practice in all aspects of service delivery.
- Experience of designing, delivering, or facilitating training, education, or awareness programmes. Experience of gambling harms prevention training is desirable or equivalent skills in delivering/presenting to groups of people
- Excellent interpersonal skills with the ability to build positive relationships, influence stakeholders, and work effectively as part of a multidisciplinary team.
- Strong organisational and time management skills, with the ability to prioritise competing demands and manage a varied workload independently.
- Commitment to continuous personal and professional development, including reflective practice and ongoing learning.
- Full UK driving licence with access to a vehicle for work purposes and willingness to travel across the South West as required.
- Excellent verbal and written communication skills, including the ability to produce

clear, concise reports, presentations, and professional correspondence.

- High standards of literacy and numeracy, with the ability to analyse information, prepare reports, and contribute to service planning and development.
- Good working knowledge of safeguarding, health and safety, data protection, confidentiality, and information governance requirements.
- Good IT skills, including Microsoft Office applications and CRM or case management systems, with an understanding of the importance of accurate data collection, monitoring, and reporting.

Personal qualities

- Confident working autonomously with minimal supervision, using initiative to deliver high-quality outcomes and achieve agreed objectives.
- Self-motivated, proactive, and resilient, with the ability to remain organised and effective when managing competing priorities and working under pressure.
- Friendly, approachable, patient, and passionate about supporting individuals and communities to improve their wellbeing.
- Demonstrates integrity, openness, and respect in all interactions, treating people with compassion, dignity, and kindness while actively promoting equality, diversity, and inclusion.
- An excellent communicator who listens actively, communicates clearly, and builds trusting relationships that encourage and empower individuals to make positive changes.
- Positive, enthusiastic, and solutions-focused, with a proactive 'can-do' attitude and a commitment to achieving meaningful outcomes.
- Strong organisational skills with the ability to prioritise workloads, manage multiple demands, and meet deadlines.
- Flexible and adaptable, responding positively to changing priorities, emerging opportunities, and the needs of the service.
- Maintains appropriate professional boundaries and demonstrates sound judgement in all aspects of practice.
- Committed to Ara's vision, mission, and values, acting as a positive ambassador for the organisation and representing it professionally at all times.
- Embodies Ara's core values in all areas of work.

If you are interested in applying for this position, please contact us at:

recruitment@recovery4all.co.uk

Closing date for applications: 17th August 2026

Interviews: w/c 24th August 2026

