

Job Description

Job Title:	Senior Practitioner
Responsible To:	Gambling Service Treatment Manager
Based:	South West England
Salary:	£39,452

Please note: applications without a cover letter will not be considered.

Role Purpose

To develop Ara's gambling services in the Southwest by providing effective service delivery and coordination, including line management of the Access Leads.

This post will focus on the provision of quality services in line with contract requirements, good practice and Ara's governance procedures. Developing services ensuring staff and resources are in place to maximise performance and client outcomes.

The post will lead by example exhibiting a high level of operational competency and be responsible for individual team member's performance.

The post will be responsible for ensuring organisational policies and procedures are adhered to and good practice within the standards of support is complied with.

Specific Duties

Maintain accurate records and provide statistical information required to assist delivery and evaluation of the project for continuous improvement.

Carry own caseload of clients in line with best practice, contract requirements and service user outcomes.

Develop own knowledge and practice by: (1) undertaking training as required and agreed with Treatment Service Manager; (2) meeting regularly with Treatment Service Manager for supervision and support; (3) participating in staff and team meetings throughout Ara as required;

Forward thinking in planning for change, ensuring staff are equipped with the skills and knowledge to deliver services in line with best practice, contract requirements and Service User outcomes.

Ensure that staff have appropriate line management, supervision and appraisal.

Providing learning opportunities for colleagues and facilitate training as appropriate.

Modelling attitudes, behaviours and skills required to ensure Ara's Gambling Treatment Service is of the highest quality.

Develop team behaviours, attitudes and skills to ensure the team performs at their best.

Ensure that poor performance is identified, addressed and managed in line with organisational policies.

Ensure the team are adhering to organisation policies and procedures in relation to all HR policies and procedures and attending regular supervisions.

Ability to engage with partner network, attend stakeholder meetings and events and to represent Ara in a professional manner.

Other Activities

In consultation with the Gambling Service Treatment 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 maintain professional boundaries in the workplace at all times.

Represent Ara in a way that is consistent with its philosophy and always work 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

Counselling qualification- Minimum level 4

Experience of providing training

Experience of working with stakeholders on specific projects

Experience of managing staff

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

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

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

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 result

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, 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

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 aspiring, brave, competent and determined