

Job Description – Gambling Support Service Training and Engagement Officer

Position	Gambling Support Service Training and Engagement Officer
Location	Based at Airdrie Bureau, covering West of Scotland.
Responsible to	Deputy Manager
Salary	£24000 - £26000 pro rata
Hours weekly	28

About the job

The Gambling Support Service Training and Engagement officer will provide a variety of learning opportunities and engagement sessions to support Citizens Advice Bureaux and other stakeholders identify and support those at risk of gambling related harm, provide guidance and support to CAB advisers dealing with those at risk of harm, and where necessary, to support individuals who may be referred to the service.

Job description

Key responsibilities

- > Increase awareness of Gambling Related Harm and harm prevention services amongst frontline service providers and to vulnerable individuals
- > Facilitate and deliver engagement and training sessions with Citizens Advice Bureaux and other agencies to raise awareness of the issues and support the provision of advice for those at risk of gambling related harm,
- > Share best practice among front line services, CAB and other stakeholders



Airdrie Citizens Advice Bureau

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- > Represent the CAB Gambling Support Service at local and national conferences and events
- > Adapt and maintain local and regionally appropriate learning resources and marketing materials in a variety of formats to support engagement
- > Support bureaux to operate consistent practice in advising clients and referring to other sources of support such as the Gamcare network
- > Provide a point of expertise for enquiries from front line workers about gambling related harms
- > Where appropriate, provide direct support to individuals experiencing gambling-related harm
- > Work as part of a national service ensuring support in the assigned region

Accountability and decision making

- > The post holder is expected to exercise initiative in developing appropriate engagement in the specified region taking input from peers and their Manager as necessary
- > The post holder is expected to make decisions within known boundaries and make recommendations to the Manager for decision of more complex and unprecedented circumstances
- > The post holder is expected to resolve queries from bureaux and external stakeholders.

Problem solving and complexity

- > The post holder must analyse and identify the learning needs of front line service providers with reference to operational practice and service delivery
- > The post holder must contribute to the identification of the most effective approach to meet engagement and learning needs, taking into account resources and timescales, with guidance/authorisation from their Manager
- > The post holder must contribute to the identification and development of the most appropriate design of learning resources including the depth and extent of content required
- > The post holder must be able to identify new learning needs arising from changes to policy and practice relevant to Gambling Support Service event delivery
- > Use of influencing and negotiation skills to enable the delivery of positive engagement and training events, working with local Citizens Advice Bureaux across the network and other stakeholders as required

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential

- > Experience of training provision: needs analysis, instructional design, delivery, presentations, group work facilitation and evaluation
- > Good level of IT literacy (MS Office and other relevant software)
- > Experience of working on own initiative and managing own workload
- > Experience of working as part of an effective team

Desirable

- > Experience of advice work and knowledge of associated topics
- > Experience of working within the voluntary sector, either paid or unpaid

Additional requirements

- > Ability to travel throughout Scotland. Overnight stays may be required.



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