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# Summary

Job Title:  **Gambling Support Service Training and Engagement Officer (North)**

Location: **Inverness Badenoch and Strathspey Citizens Advice Bureau**

Responsible to: **IBS CAB Training and Development Manager**

Salary: **£22,836 to £25,348**

Hours: **17.5 hours per week (0.5 FTE)**

Type of Contract: **Fixed Term to 31st March 2022**

Start Date: **To be agreed**

Closing Date: **Friday 16th April @ 12pm**

Interview Date: **Friday 23rd April**

# About the job

The Gambling Support Service Training and Engagement Officer (North) is required to develop and deliver a variety of training and engagement opportunities to Citizens Advice Bureaux and other organisations to support them in identifying and assisting those experiencing or at risk of gambling related harm. The post holder will also provide advice, guidance and support directly to individuals on key areas of CAB advice including benefits, debt and housing.

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# Job Description

**Key responsibilities**

**Training & Engagement**

* Increase awareness of Gambling Related Harm and of existing harm prevention services amongst frontline service providers and to vulnerable individuals and stakeholders.
* Facilitate and deliver engagement and training sessions with Citizens Advice Bureaux and other agencies to raise awareness of the issues and to support the provision of advice for those experiencing or at risk of gambling related harm.
* Share best practice among front line services, CAB and other stakeholders.
* Represent the CAB Gambling Support Service at local and national conferences and events and help to progress the same.
* Adapt and maintain local and regionally appropriate learning resources and marketing materials in a variety of formats to support engagement.
* Provide a point of expertise for enquiries from front line workers about gambling related harms.
* Work as part of a national service ensuring support in the assigned region but as part of the national team.

**Advise Giving & Support**

* Where appropriate, provide direct support to individuals experiencing or at risk (directly or indirectly) from gambling-related harm.
* Provide advice and information to Clients referred to the CAB service in regards to the main areas of advice including benefits, debt and housing rights. (Extensive training will be given in these areas of advice giving)
* Record contacts with clients on the Case Management Recording database
* Support other Bureaux to operate consistent practice in advising clients and referring to other sources of support such as via the Gamcare network.
* Provide a point of expertise for enquiries from front line workers about gambling related harms.

**Project Support**

* Maintain data to show progress towards the project outcomes and contribute to reports on progress for management, Citizens Advice Scotland (CAS) and funders
* Attend regular GSS project meetings

**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 Line Manager.
* The post holder is expected to make decisions within known boundaries and make recommendations to their Line 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/direction and input from their Line 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.

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# Person Specification

**Knowledge, skills and experience**

**Essential**

* Experience of training provision: training design, delivery, presentations, group work facilitation; and evaluation.
* Good level of IT literacy particularly MS Office including Powerpoint and on-line video conferencing facilities such as Microsoft Teams and Zoom
* Experience of successfully working on own initiative and managing own workload.
* Excellent presentation; communication and people skills. Both working in groups and on a one-to-one basis.
* Willingness and ability to be an effective and flexible team player.
* Ability to write reports; to keep records up to date; to extract and compile information.
* Able to identify and action own training needs and work effectively to enhance own professional development including keeping up to date with any relevant legislation; procedures and advice topics.
* Ability to give and receive feedback objectively; a willingness to approach work with a ‘can do’ attitude; able to prioritise and successfully manage workload at all times.
* Flexibility; willingness to travel throughout Highland. Overnight stays or out of hours working will at times be required (travel is currently restricted due to Covid 19).

**Desirable**

* Experience of advice work and knowledge of one or more of the associated topics i.e. welfare rights; money advice and/or housing.
* Experience of working within the voluntary sector, either paid or unpaid including CAB or CAS.
* Experience or knowledge of the gambling industry and/or related risk factors in regards to gambling related harm.
* Knowledge of the aims and principles of the CAB service.

**Additional requirements**

* Take responsibility for implementing policies procedures and protocols required to deliver the project aims.
* Take responsibility for personal safety in and out of the office in accordance with IBS CAB’s Health and Safety procedures.
* Ensure all information is recorded and used in line with bureau policies including confidentiality, GDPR; QAA; equality and diversity.
* Willingness to undertake a basic disclosure check through Disclosure Scotland.
* Undertake any other duties and responsibilities as requested and required by Line Manager.

**How to apply:**

Application Pack (no CV’s please) or more information can be requested from and returned to: [admin@invernesscab.casonline.org.uk](mailto:admin@invernesscab.casonline.org.uk) by **12pm on 16 April 2021**. Interviews to take place on Friday **23 April 2021**.