Betknowmore UK, in partnership with Gamcare, is delighted to launch Peer Aid, an exciting new project that will provide peer support to help individuals impacted adversely by gambling.
Welcome to Betknowmore UK
Join us as our new Peer Aid Manager

BETNOWMORE UK AND GAMCARE ARE LAUNCHING A NEW PEER SUPPORT SERVICE CALLED PEER AID. THE PROJECT WILL PROVIDE 1:1 AND GROUP SUPPORT TO INDIVIDUALS HARMED BY GAMBLING. THE PROJECT AIMS TO ENSURE THROUGH EARLY ENGAGEMENT AND INTERVENTION. INDIVIDUALS RECEIVE APPROPRIATE SUPPORT TO ADDRESS THEIR SPECIFIC CONCERNS. THE NEW SERVICE WILL BE INTEGRATED WITH THE GAMCARE NATIONAL TREATMENT SERVICE, WITH PEER SUPPORT OFFERED BEFORE, DURING AND AFTER TREATMENT. THE INITIAL THREE-YEAR SERVICE WILL BE BASED IN LONDON.

We are seeking a candidate who has proven experience of implementing, managing and developing support and training services for vulnerable adults, such as in the mental health or addiction sectors. The Peer Aid Manager will oversee the performance management and training of Peer Support Co-Ordinators and volunteers, ensuring safe and effective delivery. The project focus is to recruit, train and support peer supporters who would like to work within their community and engage and motivate individuals towards recovery and positive change. A key aspect of the role will be working with individuals experiencing gambling related harms, requiring an empathetic and compassionate approach and awareness of the complex issues being addressed. A robust management of safeguarding and safe working practices is essential.

The post holder will initially help co-produce the service design and systems. They will help establish the service, working with cross sector stakeholders and other enablers to develop opportunities and form positive partnerships.

The position is based at the Gamcare Head Office in Farringdon, London and is a full-time post offering a starting salary of up to £29,000 per annum, depending on experience and qualifications. Other benefits include pension, generous work/life balance. This is a fixed term appointment for a period of three years subject to satisfactory role performance.

To apply we are accepting application forms by email only; therefore, please email frankie@betknowmoreuk.org with your completed application. Only fully completed application forms will be considered. The closing date for completed application forms is 23rd August 2019 and all received applications will be acknowledged.

Successful applicants who are shortlisted will be asked to attend an interview. Good luck with your application and thank you for your interest in our work.

Yours faithfully
Frankie Graham
CEO
JOB DESCRIPTION:

PROJECT/SERVICE: Peer Aid

TITLE: Peer Aid Manager

REPORTS TO: Betknowmore UK CEO

BASED AT: Gamcare Head Office

HOURS: 40 hrs per week

SALARY: Up to £29,000 depending on skills and experience

JOB PURPOSE:

Provide efficient management of the new Peer Aid project, overseeing high level training and support operations and activities. Recruit, train and manage a team of Peer Co-Ordinators and Peer Supporters to deliver 1:1 and group support to individuals impacted by gambling related harm. A key feature of the project will be its integration with the Gamcare national treatment service, with peer support offered before, during and after treatment.

An aspect of the role will be to work closely with individuals presenting with lived experience of gambling harm issues and/or people affected by this issue. The Peer Aid Manager will understand gambling related harm and dependency and be able to ensure safe working environments and take a robust lead on safeguarding and harm minimisation procedures and policy.

Based at the Gamcare Head Office, the post holder will work with Betknowmore UK and the Joint Project Board to co-design and set up the project. Initially this will involve the development of the systems and structure of the service, ensuring that governance and polices are in place, safeguarding and safe working practices are systematic and develop a clear understanding of how the service integrates with the national treatment network.

The next phase will include supporting the development of the training content and materials, working with the Peer Co-ordinators to install a training programme and assisting with accreditation of materials. The team will then work together to recruit and train cohorts of Peer Supporters and ensure that they are able to work safely with and support individuals experiencing harms from gambling. It is expected that peer supporters will be people with lived experience of gambling related harm either themselves or through that of a loved one.

Once trained Peer Supporters are appropriately matched with referred individuals, the Project team will ensure that the support and working relationships are safe and secure. that boundaries are maintained and that the engagement process with Gamcare is managed. Peer support will be in befriending capacity and should be provided with a considered and transparent approach.

Other support mechanisms will be developed, such as group support, SMART training and weekly meet ups.

The post holder will develop and maintain relationships with key stakeholders, deliver presentations and other promotions within community, education and health centres to help grow and develop the service. Other tasks will include staff administration, evaluation and monitoring management, overseeing budgets for the projects, representing the organisation in meetings/conferences, helping to develop marketing materials, helping to maintain office procedures. Adherence to health and safety and equal opportunities and diversity policies is expected at all times.
KEY RESPONSIBILITIES AND ACCOUNTABILITIES:

Development and Delivery

- Manage the Peer Aid project to achieve its purpose and objectives.
- Provide strategic support to the development and growth of the project.
- Provide high level management to project staff, volunteers and service users.
- Ensure that all policies and procedures are adhered to and that all staff are aware of their responsibilities.
- Working environments, whether office, remote or electronically, are safe and secure spaces.
- Ensure that recruitment, training and support processes are maintained to high quality standards and outputs.
- Produce a monthly service review, linked to the project strategy and business plan.
- Review service delivery and implement necessary changes to ensure high quality service, reflecting best practice and clear impact for all service users.
- Conduct regular meetings with staff and service users about service effectiveness and maximise client involvement in service design and development.

Monitoring and Evaluation

- Manage monitoring and evaluation framework and oversee CMS/CRM systems.
- Ensure the provision of data and evidence as required by Betknowmore UK and Gamcare.
- Liaise with external support networks, such as universities and research organisations.

Line Management

- Ensure staff are recruited, supervised, trained and developed in accordance with Betknowmore UK systems and processes, in particular planning, annual review and objective setting.
- Provide HR support and on-going staff line management.

Partnerships Building and Maintenance

- Develop our operational and strategic relationship with external partners and stakeholders to maximise the success and impact of Betknowmore UK and Gamcare services.
- Co-ordinate Betknowmore UK contribution to service-related networks ensuring attendance at relevant operational and strategic meetings and provide feedback and sharing of information.
- Represent the organisation at events, seminars and other meetings to inform service development and promote best practice in service delivery.
Budgets
- Oversee budgets and expenditure related to the projects and help meet targets
- Manage petty cash and day to day expenses.
- Assist with other fundraising associated with service development as agreed with Senior Management.

Health and Safety Responsibilities
- Assist with the day to day running of service building, ensuring the safety and wellbeing of staff, clients and other beneficiaries.
- Ensure that health and safety, diversity and equality policies are upheld.

General
- Attend regular supervision sessions with the CEO.
- To operate with clear professional and confidentiality boundaries to work within the organisation’s code of conduct.
- To carry out other duties commensurate with the post.

THE DISCLOSURE & BARRING SERVICE (DBS) - DISCLOSURE:
Betknowmore UK aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Betknowmore UK welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant. As Betknowmore UK meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198. All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.
PERSON SPECIFICATION: PEER AID MANAGER

Two years minimum experience in similar role.

Qualifications

● Professional qualification in health, social care or allied field or NVQ 4/5 or equivalent.

Essential Skills and Knowledge

● Excellent leadership skills.
● Ability to deliver training and supervision of support staff.
● Work to achieve project targets and strategic goals.
● Understanding of safeguarding and suicide prevention principles.
● Able to work in high pressured, crisis management mode.
● An understanding of the principles of user involvement.
● Good verbal and written communication skills.
● Ability to keep accurate records.
● Good understanding of I.T applications and database (Microsoft word and excel especially).
● Commitment to the organisations principles and willingness to work within policies and guidelines.

Essential Experience

● Knowledge of mental health or drug, alcohol or gambling support services.
● Experience of managing teams of staff and volunteers.
● Experience of service design and/or working in a co-productive process.
● Experience of recruiting and training individuals to set standards of learning.
● Experience of supporting clients through recovery programmes.
● Experience of working with people with addiction and/or high support needs (group and 1:1 work).
● Experience of safeguarding and procedures.
● Experience in helping people to acquire life-skills including budgeting, healthy life choices, employment/education advice.
● Ability to work with service users with multiple needs across diverse/emerging communities.
● Experience of multi-agency working.
● Experience of working with vulnerable cohorts within any of the following groups mental health, substance misuse, criminal justice, domestic abuse/safeguarding, homelessness/housing.

Desirable

● Experience of problem gambling, in personal or related circumstances.
● Experience of running self-help or peer support groups.