

**NECA**  
**JOB DESCRIPTION**

<b>Job Title</b>	Gambling Service Manager
<b>Location</b>	Sunderland (with a requirement to travel in accordance with delivery/funder requirements) NECA reserves the right to change the post holder's place of work
<b>Hours of Work</b>	35 hours per week (some flexibility may be required)
<b>Salary</b>	£28,940 per annum
<b>Line Manager</b>	Deputy Chief Executive
<b>Accountable To</b>	Chief Executive
<b>Purpose of Job</b>	Develop, co-ordinate and monitor gambling services offered throughout NECA's geographical area. Co-ordinate and monitor data regionally providing detailed reports following the analysis and evaluation of data / information as required Provide advice and support to colleagues counselling individuals about their gambling behaviour.

<b>Principle Responsibilities</b>
<p><b>Operational Management</b></p> <p>Contribute to the Strategic Planning of gambling services.</p> <p>Co-operate with Gamcare in planning awareness-raising initiatives.</p> <p>Monitor the performance, development and achievement against KPIs for the service across the region, monitoring service quality and delivery.</p> <p>Monitor referrals for all geographical locations and ensure the service is responsive and working within expected waiting times, managing any generated waiting lists effectively.</p> <p>Represent NECA in communicating internally and externally with all stakeholders of the organisation.</p> <p>Act as a confident ambassador for the organisation and network, promote and market the gambling service and the corporate image of the organisation</p> <p>Develop robust referral care pathways across all relevant stakeholders/ agencies, such as Mental Health providers, the criminal justice system, debt advice agencies, housing and other voluntary sector providers</p> <p>Represent the service at regional and national meetings and conferences as required.</p> <p>Provide effective and strong leadership in service development and continuous improvement ensuring high standards of delivery.</p> <p>Co-ordinate a consistent stepped care approach to Treatment /Recovery provision across all areas of delivery as defined by the Gamcare Models of Care and in line with all contractual KPI's.</p> <p>Ensure that all safeguarding issues, including child protection and protection of vulnerable adults, are dealt with in accordance with organisational policies and procedures, and local and national statutory requirements.</p>

Ensure casefile audits are undertaken on a regular basis to ensure a factual consistent approach to note keeping

Measure, monitor and evaluate the effectiveness of services, taking account of both quality and quantity, and produce reports as appropriate

Work alongside the Deputy Chief Executive and the Quality Assurance team to ensure compliance with CQC requirements and safe/efficient delivery of all aspects of the service.

### **Staff Management**

Provide leadership and management support, advice and information to the team ensuring the delivery of high quality services.

Lead by example to build a motivated, positive and competent team ensuring the delivery of high quality services.

Lead a robust performance management approach at individual, team and service level, actively addressing areas of poor performance

Provide management and supervision to staff.

Support and guide all staff to assess clients, prepare and review individual recovery plans and motivate service users to actively engage

Ensure open and effective communication and engagement with staff

Lead by example to develop and communicate appropriate culture, values and expectations of staff.

Play an active role in the selection and recruitment of staff for the Service.

Have oversight of NECA staff working within the Young Peoples Gambling Harm Prevention Programme effectively liaising and supporting Gamcare Operational managers within the project.

### **Quality**

Ensure all services are delivered in accordance with recognised quality standards including NICE, Models of Care and any other standards relevant to the Service.

Ensure quality standards are maintained through continual monitoring of own performance expectations; and through stakeholder feedback, including service-users and partner agencies;

Ensure service- user records are accurately maintained and are in compliance with relevant legislation and NECA systems, controls, policy and procedures concerning the accurate collection, maintenance, retrieval, security and storage of client data.

Provide statistical data and reports as requested for quality assurance.

Ensure compliance with the Quality and Clinical Governance Handbook

Have a good understanding of CQC Fundamental Standards, liaise and cooperate with the CQC and be responsible for completing Statutory Notifications where relevant

### **Health and Safety**

Ensure a safe working environment for self, colleagues, and service users at all times.

Undertaken internal inspections of all Gambling service venues in accordance with organisational policy and procedure.

Ensure completion of risk assessments as required

Ensure compliance with the Safety, Health, Environment and Fire (SHEF) Handbook.

### **Personal and Professional Development**

Seek, accept and participate in monthly Managerial supervision

Continually review and assess own performance and identify further development needs

Participate in further learning, development and training in line with professional development needs and in accordance with relevant regulatory bodies.

Attend and contribute to team meetings and any other relevant groups or forums related to the duties and responsibilities of the post

Maintain CQC registered Manager status.

### **Criminal Record Checks**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (DBS) to check for any previous criminal convictions.

### **Values and Behaviours**

Ensure Compliance with all Staff Codes of Conduct, Policies and Procedures.

Ensure compliance with Regulatory / professional Membership Codes of Conduct, Policies and Procedures.

Ensure all individuals are treated with dignity and respect and all times.

NECA aim to offer a quality service at all times and are committed to promoting continual improvement throughout all services delivered. All staff are expected to share this aim and contribute towards upholding and enhancing further the standard and quality of service delivered throughout NECA.

**To undertake any other task which may be deemed appropriate to the post**

**Core Competences / National Occupational Standards (Including Drug and Alcohol National Occupational Standards – DANOS):**

<http://tools.skillsforhealth.org.uk>

Core Competence		NOS / DANOS Reference	NOS Title
<b>Client Focus and Service Delivery</b>			
<b>Efficiency</b>	Manage time and resources effectively to ensure the quality of care is maintained or enhanced	HT4	<i>Manage and organise your own time and activities</i>
<b>Professionalism</b>	Ensures practice is consistent with scope of practice, organisational, professional and regulatory standards, guidance and codes of conduct. Respect professional boundaries	CHS167	<i>Obtain valid consent or authorisation</i>
		GEN63	<i>Act within the limits of your competence and authority</i>
<b>Customer Service</b>	Maintain the highest standards of care and service, taking responsibility for individual customer service and contributing to the wider aims of the team	CFACSD2	<i>Support customer service improvements</i>
<b>Best Practice</b>	Use up-to-date knowledge and evidence to assess, plan, deliver and evaluate care, communicate findings, influence change and promote best practice	SFJ GAM001	<i>Identify indicators of gambling-related harm in individuals and signpost to appropriate sources of help</i>
		CHS233	<i>Contribute to the assessment of needs and the planning, evaluation and review of individualised programmes of care for individuals</i>
		SCDHSC0025	<i>Contribute to implementation of care or support plan activities</i>
<b>Health Promotion</b>	Use up-to-date knowledge and evidence to assess, plan, deliver and evaluate care, facilitate change and promote health and wellbeing	SFJ GAM004	<i>Provide information, advice and support relating to player protection and responsibility in gambling</i>
		HT2	<i>Communicate with individuals about promoting their health and wellbeing</i>
		PHP15	<i>Encourage behavioural change in people and agencies to promote health and wellbeing</i>
		PHP13	<i>Provide information to individuals, groups and communities about promoting health</i>
		GEN111	<i>Enable individuals, their family and friends to explore and manage change</i>
		HT3	<i>Enable individuals to change their behaviour to improve their own health and wellbeing</i>
		SCDHSC0382	<i>Support individuals to manage change in their lives</i>
<b>Communication</b>			
<b>Effective Communication</b>	Communicate in a succinct, engaging manner and assertively when needed using appropriate styles and methods	SCDHSC0031	<i>Promote effective communication</i>

<b>Information gathering</b>	Know how to access relevant information and use and apply information in practice.	SCDHSC0414	<i>Assess individual preferences and needs</i>
<b>Empathy, Support</b>	Listen, support others, gain trust, show understanding and adopt a non-confrontational and non-judgemental approach	MH101	<i>Manage the process of change throughout counselling</i>
		CM G4	<i>Communicate with individuals, groups and communities about promoting their health and wellbeing in a defined caseload</i>
		SCDHSC0021	<i>Support effective communication</i>
<b>Building Relationships</b>	Develop and sustain productive working relationships. Gain and maintain the trust and support of colleagues	CFAM&LDD1	<i>Develop and sustain productive working relationships with colleagues</i>
<b>Data Management</b>	Maintain accurate, clear and complete records and reports	SFJCDF1.1	<i>Maintain the security of data through your own actions</i>
<b>Team Working</b>			
<b>Collaboration</b>	Adopt a team approach; acknowledge and appreciate efforts, contributions and compromises; develop networks	SCDHSC0241	<i>Contribute to the effectiveness of teams</i>
		CFACSD8	<i>Work with others to improve customer service</i>
		CFAM&LAA3	<i>Develop and maintain your professional networks</i>
		CFAM&LDD4	<i>Develop and sustain collaborative relationships with other organisations</i>
		CFAM&LDB1	<i>Build teams</i>
<b>Self and Others</b>	Works in partnership with colleagues for the benefit of service users. Is self-aware and confident in own ability.	GEN123	<i>Work with others to facilitate the transfer of individuals between agencies and services</i>
		GEN39	<i>Contribute to effective multidisciplinary team working</i>
<b>Leadership</b>	Act as a role model. Show initiative, take ownership of work and organise and manage self while taking account of the needs and priorities of others and the service.	SS04	<i>Give customers a positive impression of yourself and your organisation</i>
		GEN35	<i>Provide supervision to other individuals</i>
		CFAM&LDB4	<i>Manage people's performance at work</i>
		CFAM&LBA3	<i>Lead your team</i>
		GEN131	<i>Support and challenge teams and agencies on specific aspects of their practice</i>
<b>Integrated Governance</b>			
<b>Knowledge</b>	Have up-to-date knowledge of national standards, regulations, and legislative requirements relevant to own area of practice. Understand and work within local and national policies, processes and systems that impact on practice and understand impacts on the wider healthcare community.	SCDHSC0043	<i>Take responsibility for the continuing professional development of yourself and others</i>
<b>Accountability</b>	Accept professional accountability and maintain the	GEN23	<i>Monitor your own work practices</i>

	standards of professional practice as set by the appropriate regulatory body	CFAM&LBB4	<i>Ensure compliance with legal, regulatory, ethical and social requirements</i>
		M&LDC5	<i>Help individuals address problems affecting their performance</i>
<b>Safeguarding</b>	Assess and manage the risk to service users, recognise indicators of possible harm and refer as appropriate if a safeguarding concern is identified	SCDHSC0024	<i>Support the safeguarding of individuals</i>
		SCDHSC0035	<i>Promote the safeguarding of individuals</i>
<b>Quality and Safety</b>			
<b>Decision Making</b>	Make person-centred, evidence-based judgments and decisions, in partnership with others involved in the care process, to ensure high quality care. Make or review a diagnosis, generate options and follow up	SCDHSC3115	<i>Process information for use in decision-making</i>
<b>Safety</b>	Show awareness of own limitations; take reasonable care of health and safety of you, your team and others ensuring compliance with health and safety requirements; Be uncompromising on service user safety.	CFAWRV1	<i>Make sure your actions contribute to a positive and safe working culture</i>
		SCDHSC0022	<i>Support the health and safety of yourself and individuals</i>
		GEN134	<i>Contribute to the prevention and management of abusive, aggressive and challenging behaviour</i>
<b>Integrity</b>	Uphold personal and professional ethics and values. keep information secure and confidential in accordance with the law and relevant ethical, regulatory and organisational frameworks	CHS167	<i>Obtain valid consent or authorisation</i>
		CHS169	<i>Comply with legal requirements for maintaining confidentiality in Healthcare</i>
		SFJCCDF1.1	<i>Maintain the security of data through your own actions</i>
		CFAM&LDB3	<i>Quality assure work in your team</i>
<b>Core Values</b>			
<b>Equality and Diversity</b>	Value, respect and promote equality and diversity, adhering to equality and human rights legislation and taking into account the values of the organisation.	SCDHSC0332	<i>Promote individuals' positive self-esteem and sense of identity</i>
		SCDHSC3111	<i>Promote the rights and diversity of individuals</i>
		SS01	<i>Foster people's equality, diversity and rights</i>
<b>Learning and Development</b>	Learn through participating in continuing professional development and from experience and feedback. Actively participate in the review and development of practice	GEN23	<i>Monitor your own work practices</i>
		GEN36	<i>Make use of supervision</i>
		SCDHSC0023	<i>Develop your own knowledge and practice</i>
		SCDHSC0033	<i>Develop your practice through reflection and learning</i>
<b>Innovation</b>	Actively contribute to plans to achieve service goals creating a climate of continuous service improvement	CHS231	<i>Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances</i>
		CFACSD9	<i>Promote continuous improvement</i>

<b>Person Specification – Essential Criteria</b>
<b>Knowledge</b>
Equality and Diversity Practices. The candidate must be able to demonstrate an awareness and understanding of the aspects and values of equal opportunities. Ideally, the candidate must also demonstrate from their own experience a contribution they have made to promoting anti-discriminatory practice.
Understanding of confidentiality and relevant legislation including the GDPR
Knowledge and understanding of issues related to gambling and appropriate interventions.
Knowledge of working with addictions such as alcohol, drug or smoking with an interest in problem gambling and affected others
Knowledge and understanding of safeguarding
Ideally, knowledge of CQC standards and regulations
<b>Skills</b>
Ability to produce written reports & statistics to deadlines
Ability to prioritise and work to tight deadlines
Excellent written and oral communication skills
Highly developed leadership and people skills
Able to work flexibly and proactively
Proven presentation skills
Organisational skills including excellent planning and time management skills
Good analytical skills
Ability to manage resources
Proven ability to network and build professional relationships
Computer/ITC literate
Effective interpersonal skills with an ability to network / maintain effective working relationships externally
<b>Experience</b>
Experience of working in a multi disciplinary setting
Supervision / management of staff
Peripatetic working in a community based setting
Experience of working with gambling clients or prepared to do Gamcare training
<b>Qualifications</b>
Management qualification
NQF level 4 (and above) Diploma in relevant subject

**The above attributes are, except where stated, the minimum essential criteria without which a candidate would not normally be short listed for interview.**