

Who we are looking for (Person Specification):
Gaming/gambling Harms Prevention (GRHP) Engagement Worker

Essential Criteria				
General		Personal Statement	Interview	Presentation
1	Have the personal skills and confidence to present our pre-developed presentation to groups of up to 10 people (groups of adults and groups of young people) in an engaging, relatable, charismatic and confident way	✓	✓	✓
2	Have the personal qualities to be able to inspire and hold the group's attention so that people gain a good understanding of gaming/gambling related harms and how they can protect themselves and seek further support			✓
3	Understanding of the risks and impacts gaming/gambling can have on an individual's life and the wider impacts on families and communities	✓	✓	
4	Be able to work independently and have the skills and knowledge to develop relationships with eligible young people and adult groups within diverse communities to deliver our presentations and early intervention work to successfully achieve the outcomes of this project (as per the job description)	✓	✓	
5	Demonstrate an understanding of trends that can increase the risk of gaming/gambling related harms and the implications for individuals and wider community networks		✓	
6	Ability to identify and successfully connect with organisations and community groups for young people and adults that would benefit from this project.		✓	
7	Be able to be an ambassador not only for Citizens Advice but the wider partnership and its reputation of which this role belongs to.		✓	
8	The post is subject to an enhanced DBS check, undertaken and funded by the employer, confirming suitability to work with children/young people and vulnerable adults in the community.	✓		

Experience		Personal Statement	Interview	Presentation
9	Demonstrable personal or professional experience of gaming/gambling related harms and/or supporting someone who has lived/living experience of gaming/gambling related harms (please note having lived experience of GRH is particularly desirable for this role)	✓	✓	
Planning and Organisation skills		Personal Statement	Interview	Presentation

10	Excellent planning and organisational skills and the ability to manage time effectively under own initiative (e.g. for this role this includes independently contacting appropriate groups and organisations to arrange presentations, sending and responding to emails, booking in calendars, attending groups to present)	✓	✓	
11	Ability to cope with pressure and keep calm and organised within a role that has key outcomes to achieve within a designated timeframe		✓	
12	Demonstrate commitment to adhering to procedure, policies and systems to ensure good practice		✓	
Communication skills		Personal Statement	Interview	Presentation
13	Positive and engaging communication and networking skills for a range of audiences which will inspire and support people to learn more about gaming/gambling related harms and preventions;	✓	✓	✓
14	Ability to talk about sensitive information at an individual or group level with a range of people from different backgrounds with empathy, tact and diplomacy	✓	✓	
15	Ability to write simple case studies and record key data for organisational reporting		✓	
16	Ability to actively listen and empathise with people		✓	
Working effectively within teams		Personal Statement	Interview	Presentation
17	Demonstrate the skill set required to work with paid staff, volunteers and members of the public at all levels including people with lived/living experience of gaming/gambling related harms;	✓	✓	
18	Ability to contribute to a positive working environment in which equality and diversity are celebrated		✓	
19	Ability to motivate and support colleagues (paid staff and volunteers) to achieve success		✓	
Commitment to learning and development of self and others		Personal Statement	Interview	Presentation
20	Demonstrate an ongoing and proactive commitment to own learning and personal development to meet the needs of the role	✓	✓	
21	The ability to give and receive feedback constructively to enhance personal/professional development		✓	
Information technology (IT) skills		Personal Statement	Interview	Presentation
22	Experienced and confident in using IT (i.e. use email efficiently, input simple data on spreadsheets, ability to deliver presentations confidently using IT (e.g. using power-point), be able to use virtual platforms such as zoom, Microsoft365, google meet	✓		✓
Judgment and decision making		Personal Statement	Interview	Presentation

23	To be able to understand a situation and be confident in making decisions within own remit compared to when a decision needs to be referred to a member of management		✓	
Quality		Personal Statement	Interview	Presentation
24	To have the ability to identify what a good quality service looks like and support the Head of Community Services in delivering the outcomes of this project		✓	
Flexibility		Personal Statement	Interview	Presentation
25	Be able to acknowledge and embrace that this is a pilot project so delivery will develop over its lifetime therefore, the post holder will be able to demonstrate adaptability and flexibility to meet these changes with enthusiasm and creativity	✓	✓	
26	Be able to attend community venues across Dudley Borough and the City of Wolverhampton during the working week and weekend to deliver presentations, at different times of the day/evening based on when community groups run utilising a car or public transport.	✓	✓	

Desirable criteria

Speaking community languages		Personal Statement	Interview	Presentation
27	Bilingual skills in a community language	✓		
28	Experience of working or volunteering within voluntary, statutory or public sector community services	✓	✓	