

Job Description

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| Job Title: | Community Engagement Liaison Worker |
| Responsible To: | Community Engagement Manager |
| Direct Reports: | N/A |
| Based: | South West England |
| Salary: | £19,479 - £21,102 |

The Organisation

For over 30 years, Ara has provided structured treatment, counselling, housing support, education, training and employment guidance, as well as many other interventions to promote recovery and a healthier life for its clients. In 2021/22, we supported over 12,000 people for the first time in our history, and by 2028 we aim to be working with 50% more beneficiaries. We have been supporting problem gamblers and affected others across the South West and Wales for many years, and in 2019 we became the National Gambling Treatment Service (NGTS) provider for the whole of Wales. We offer free and confidential advice about gambling, together with one-to-one counselling for people experiencing problems with their own gambling, or that of a family member.

Role Purpose

Community Engagement Liaison Workers will work within Ara's new community development teams to provide efficient and high quality administrative, brief intervention and motivational interviewing support to the Ara Gambling Treatment Service. The Community Liaison Worker will have the necessary skills to be able to provide clients with detailed advice (assessment, brief interventions and motivational techniques to ensure clients are well supported at first point of contact) and ensure they are well supported at first point of contact.

Specific duties

- First point of contact for telephone, email and visiting personnel to the gambling service. All must be dealt with promptly, sensitively and efficiently.
- Carry out comprehensive assessments and deliver brief interventions and motivational interviewing techniques.
- Updating of necessary databases, spreadsheets and documents to ensure Ara's policies, procedures and standards are met.
- Support clients and ensure an efficient and robust service to ensure needs are met.
- Use data management skills to gather information or provide brief intervention in order to be able to record information concisely and accurately for treatment staff.
- Liaise and support both Community Engagement Manager's and Community Champions to develop community partnerships and create good communicative links with services referring.

- Liaise and support other Community Engagement Liaison Workers covering other Ara regions.
- Support Ara to expand social media presence and output. Assist with implementing new systems to support community engagement. Assist Ara with internal and external communications.
- Develop knowledge and practice by: (1) undertaking training as required and agreed with line manager; (2) meeting regularly with line manager for supervision and support; (3) participating in staff and team meetings throughout ARA as required;

Other Activities

- In consultation with the Gambling Services Managers, fully adhere to all aspects of ARA's Protection Policy and Safeguarding, in relation to all advice, support, interventions and services.
- Work flexibly as part of a shift pattern covering Ara's opening times as agreed with Gambling Service Managers.
- Be responsible for own administrative output e.g. word-processing with the support of the central Administrative & IT department where necessary.
- To present as an appropriate role model to ARA volunteers & clients, and to maintain professional boundaries in the workplace at all times.
- Represent ARA in a way that is consistent with its philosophy and always work within ARA's agreed policies and procedures.
- Observe at all times ARA's Equal Opportunities, Confidentiality, Data Protection, Inclusion and Diversity Policies.
- Observe the organisation's Health and Safety at Work Policy.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

Skills, Experience & Knowledge

- Extensive experience of performing administrative tasks
- Knowledge and experience of delivering brief interventions and motivational interviewing
- Ability to carry out comprehensive assessments and risk management plans
- Ability to create and develop client support plans
- Excellent communication skills, clear written style, concise report writing and a methodical approach to work
- An understanding of the importance of safeguarding
- Experience of multi-disciplinary and inter-agency liaison
- Ability to deliver an empathic and challenging approach to service users
- Ability to be self-servicing re administrative output
- Implementation of equal opportunities policies
- Experience of partnership working and inter-agency liaison
- Professional boundaries in place
- Ability to work effectively in a team

- Organisation and time management skills
- Open to personal and professional development
- Full driving licence with access to a car for work purposes
- High level of literacy and numeracy and the ability to produce succinct reports and costed proposals
- Good IT literacy, and an appreciation of the contribution data makes to clear reporting

Personal qualities

- Confidence to work with autonomy and minimal supervision to deliver tangible results
- Self-motivated and able to work calmly under pressure
- Friendly, approachable, helpful, patient and passionate about supporting people
- Demonstrates trust, openness and respect in dealings with people, treating everyone with compassion and kindness promoting equality and diversity
- A good communicator who listens, is able to express themselves clearly and encourage Service Users to strive for a healthier life
- A positive individual with a 'can do', results driven approach and attitude
- The ability to prioritise tasks and work under pressure
- Flexible and adaptable to changing workloads
- Professional boundaries in place
- A commitment to ARA's overall aims and objectives with an ability to present ARA in a way that is consistent with its philosophy
- Embodies the Ara values of being passionate, professional, dynamic, enduring, respectful, and supportive.