



New Beginnings Supporter (full-time)

Job application pack

Introducing Betknowmore UK

About us

Established in December 2013, Betknowmore UK's mission is to deliver services that prevent and address personal and societal harms related to gambling, and to challenge the inequalities that shape people's experiences, opportunities and outcomes. Betknowmore is a leading provider of gambling support and training services. We provide award-winning services which embrace the insight and knowledge of 'Experts by Experience' combined with evidence-based approaches. At our core is the 'lived experience' of gambling dependency and recovery, from the Founder to the support team to the Management Board.



We **work locally** within communities, helping them to be aware, supported and resilient to gambling harms



We **work nationally**, within partnerships, sharing our learning and experience to support new and exciting work across the UK



We **work independently**, staying true to our mission and values, working occasionally in a shared space with different stakeholders and remain open to scrutiny and review

2014

First gambling support community addressing gambling related harm and complex co-morbidities. Including accredited outreach support and mentoring programme.

2017

'Don't Gamble with Health project'. First rapid support service to licensed betting shop customers. Winner of Royal Society of Public Health 'Health on the High Street' award 2018.

2020 (continued)

Peer Aid launched. The first peer support service to integrate with the National Gambling Support Network.

2023

Joins the National Gambling Support Network as a UK-wide support provider.

2016

London representative as winner of Big Lottery's People's Postcode Lottery.

2020

Multiple training programmes launch, addressing suicide first aid, workplace gambling and clinician training.

2022

New Beginnings launched. A women only support service providing a safe space for women affected by gambling harm.

2026

Our prevention and support services were commissioned by the NHSE, OHID and Public Health Scotland.

Role Specifics

Location:	Home based, with in-person attendance when required
Line manager:	New Beginnings Service Manager
Hours:	Full time (35 hrs pw), flexibility with evening cover required
Salary:	£30,000 - £35,000 (depending on experience)
Probation period:	6 months

Role Purpose

New Beginnings is a women-only support service providing a safe and supportive space for women affected by gambling harm.

The New Beginnings Supporter will support the delivery and development of the service, including facilitating structured group programmes, one-to-one support, health and wellbeing groups and ongoing aftercare.

The postholder will manage an allocated caseload from onboarding through programme participation and aftercare, supporting participants throughout their involvement with the service and maintaining accurate support plans and records.

The role also includes supporting the effective day-to-day running of New Beginnings and, when required, deputising for the Service Manager in agreed areas and providing support to colleagues in their absence.

The post requires a good understanding of safeguarding, risk, professional boundaries, confidentiality and safe service delivery, alongside confidence in working independently, supporting colleagues and using relevant IT systems and software packages effectively.

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.

Key Accountabilities & Responsibilities

Development and Delivery

- Support the delivery and development of the New Beginnings service.
- Facilitate New Beginnings group programmes and health and wellbeing activities.
- Manage an allocated caseload from onboarding through programme participation and aftercare.
- Provide one-to-one support to participants where appropriate.
- Develop and review support plans with participants.
- Maintain regular contact with participants and monitor engagement, progress and outcomes.
- Identify changes in need or risk and escalate concerns appropriately.
- Maintain accurate and up-to-date participant records.
- Provide appropriate signposting and onward referrals where required.
- Support participants to access ongoing support and aftercare.
- Take part in outreach activity to promote New Beginnings, engage potential participants and build awareness of the service.
- Attend and contribute to relevant events, workshops, presentations and community engagement activity where required.
- Develop ideas and activities to support the continued development of New Beginnings.

Health and Safety / Safeguarding

- Follow safeguarding policies and procedures at all times.
- Maintain a safe and appropriate environment for participants and colleagues.
- Ensure health and safety, equality, diversity and inclusion policies are upheld.

Key Accountabilities & Responsibilities continued

Service and Team Support

- Support the day-to-day running of New Beginnings.
- Deputise for the Service Manager in agreed areas when required.
- Act as a point of contact for colleagues when the Service Manager is unavailable.
- Provide practical support and guidance to other team members where appropriate.
- Help maintain continuity of service delivery during periods of Service Manager absence.
- Identify matters requiring management input and escalate appropriately..

General

- Follow Betknowmore UK policies and procedures at all times.
- Maintain clear professional and confidentiality boundaries.
- Attend regular supervision and team meetings.
- Represent New Beginnings and Betknowmore UK professionally.
- Support wider Betknowmore UK services where required.
- Undertake other reasonable duties appropriate to the role.

Person specification

Essential Experience & Qualifications

- Lived experience of gambling-related harm directly or as an affected other.
- Experience of working in a support, health, social care, addiction or community setting.

Essential Skills & Knowledge

- Good understanding of gambling harm and the role of lived experience in recovery.
- Ability to manage an allocated caseload and maintain accurate records.
- Ability to support individuals in both group and one-to-one settings.
- Knowledge of safeguarding adults.
- Ability to recognise risk and escalate concerns appropriately.
- Ability to maintain clear professional boundaries.
- Ability to work independently, prioritise and manage own workload.
- Ability to support and guide colleagues when required.
- Confidence in taking responsibility for agreed service matters in the absence of the Service Manager.
- Strong written and verbal communication skills.
- Ability to work positively as part of a team.
- Ability to work flexibly in a range of settings.
- Competent in the use of IT systems and common software packages, with the ability to learn and use organisational systems effectively.
- Experience of handling confidential and sensitive information.
- Commitment to equality, diversity and inclusion.

Desirable

- Experience of group facilitation.
- Experience of supporting or mentoring colleagues or volunteers.
- Understanding of CRM or case-management systems.
- Experience of outreach or presenting to other organisations.
- Relevant qualification in health, social care or community support.



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