



Triage and Assessments Coordinator (full-time)

Job application pack

Introducing Betknowmore UK

About us

Established in December 2013, Betknowmore UK's mission is to address gambling related harm in UK communities. 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.



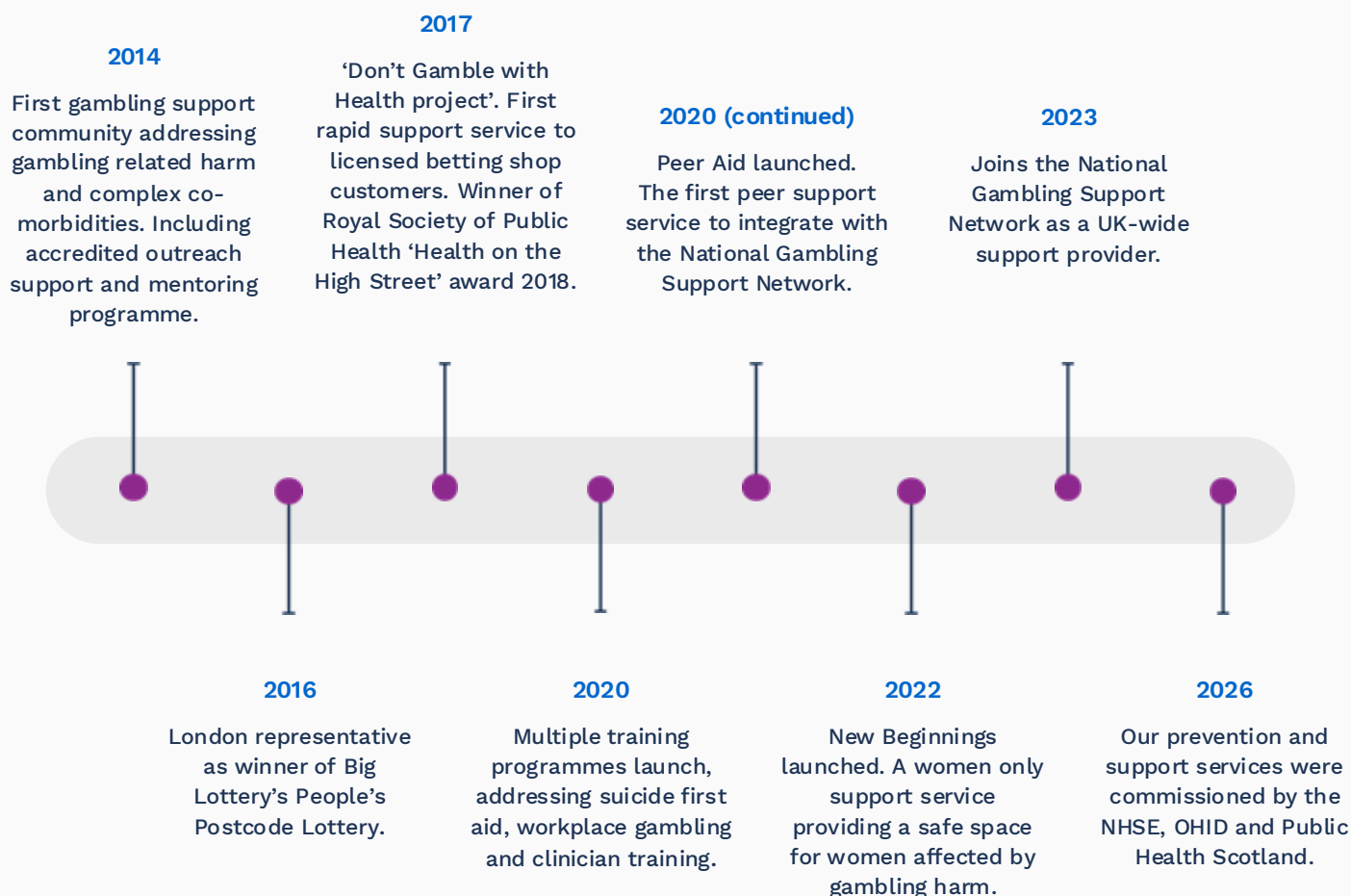
We **work locally** within communities, helping them to be aware, supported and resilient to gambling harms



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



Role Specifics

Location:	Remote
Line manager:	Triage Team Manager
Hours:	Full time (35 hrs pw)
Salary:	£33,000 - £35,000 FTE (depending on experience)
Probation period:	6 months

Role Purpose

The Triage and Assessments Coordinator is responsible for delivering high quality, trauma-informed and person-centred assessments for all service users accessing Betknowmore UK's support services. Working closely with colleagues from the Triage department, other support service staff and external organisations, the Triage and Assessments Coordinator will play a key role in ensuring timely and safe onboarding of service users into our support services, as well as maintaining strong relationships with referral partners and contributing to the continuous improvement of the Triage department.

The postholder will contribute to maintaining high assessment standards, safeguarding practices, accurate record keeping and clear lines of communication, and to streamlining the assessment process so that service delivery begins as soon as possible.

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

Assessment Delivery

- Support the onboarding of new service users, including conducting initial contact, comprehensive assessment and risk management.
- Conduct service user assessments in line with Betknowmore UK's onboarding process and quality standards.
- Deliver both online and phone assessments as required.
- Add referrals to the database and to a managed waiting list if required.
- Develop safety plans and risk assessments for service users in line with Betknowmore UK's model of care.
- Ensure service users are provided with appropriate resources and additional signposting and referral information when necessary.
- Ensure service user confidentiality and GDPR processes are followed accurately and report any breaches of confidentiality to the Data Protection Officer.
- Ensure any concerns regarding service users' safety and wellbeing are discussed in the weekly Multi-Disciplinary Team (MDT) meeting.
- Provide Brief Interventions and Extended Brief Interventions for service users where applicable and record those interactions accurately.
- Provide accurate assessment updates in a timely and efficient manner.

Key Accountabilities & Responsibilities

Monitoring, Reporting & Continuous Improvement

- Input and maintain clear, accurate and up to date service user records in all relevant systems to assist in the monitoring and evaluation of the service.
- Ensure any safeguarding concerns are reported and logged in line with Betknowmore UK's Safeguarding Policy.
- Contribute insights during internal MDTs to ensure personal and professional development milestones are met and best practice is adhered to.
- Assist with reporting requirements for funders and partners where required.
- Maintain high standards of confidentiality and professional boundaries.
- Work in line with, and ensure compliance with, regulatory and professional standards and Betknowmore UK policies and processes.
- Partake in learning and development opportunities, for personal development and to maintain up to date knowledge within the field.

Team Contribution & Professional Practice

- Work collaboratively with the Triage team and wider teams to ensure alignment with service delivery.
- Support a positive, reflective and learning-focused team culture.
- Participate in supervision, team meetings and personal development opportunities.
- Maintain professional conduct, confidentiality and adherence to organisational values.
- Champion equality, diversity, inclusion and lived experience leadership.

Stakeholder Engagement

- Support engagement with partner organisations and stakeholders involved in the service user's support journey.
- Represent the organisation at events, webinars and other meetings as required.

Person specification

Essential

- Experience delivering person-centred assessments
- Experience managing and conducting fluid risk assessments, and comfortable handling complex safeguarding incidents
- Excellent knowledge of Microsoft packages including Word, PowerPoint and SharePoint
- Experience of Airtable or other similar CRMs
- Experience working with diverse groups, including vulnerable or at-risk individuals
- Understanding of safeguarding principles and procedures
- Understanding of a person-centred approach
- Understanding of recovery-based or strengths-based approaches
- Strong organisational and time management skills
- Commitment to equality, diversity, inclusion and trauma-informed practice
- Willingness to travel across the UK, including occasional overnight stays

Desirable

- Knowledge of gambling harm and its impact on individuals and communities
- Experience working with vulnerable persons
- Experience within the health, social care, addiction or voluntary sector



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