

Recruitment Pack

**Gaming/gambling Related Harms Prevention (GRHP)
Community Engagement Worker**

Date: May 2026



Introduction from our Chief Executive, Simon Richards

Thank you for taking the time to consider applying for a job at Coventry Citizens Advice. We are one of the largest Citizens Advice organisations in the country, helping more than 13,000 clients per year with over 30,000 issues. We identify and help secure over £8 million in expected financial gains which clients either did not know about or hadn't accessed before.



We want to make society fairer, and we do that with each client, helping people find a way forward for their individual problems, and by influencing how the policies of the local authority, government, and the private sector impact on our clients' lives.

The way we deliver services is changing and we are providing advice more and more in the community and our workforce, both volunteer and staff, reflects that community.

You will know that we are in challenging financial times and incomes are being squeezed by rising inflation, energy costs, and increasing cost of housing. Many people are struggling to pay back debts and are dealing with employment, family, consumer, housing, and other issues.

Working for Coventry Citizens Advice is extremely rewarding due to the positive impact and high-quality service we provide for residents. Our clients are fundamental in what we do, and our values are key to how we work across the charity. It is important to us that volunteers and staff share our values, which can be found below.

Thank you for your interest in applying for a role within Coventry Citizens Advice and good luck in your application.

A handwritten signature in black ink that reads "Simon Richards".

Simon Richards

Our Values:

Our core values as an organisation are: Respect, Inclusion, Accountability, Professionalism. We look to embed them in every aspect of the work we do, how we behave and how we support each other. Together we ensure that our values are brought into behaviours that we demonstrate every day so that we can offer the best possible service to our clients. We have a Behaviour Framework for all staff and volunteers, and everyone at all levels of the organisation strives to work in this way.

We are professional because we demonstrate:

Respect and Inclusivity

- Treat all colleagues, clients, and stakeholders with respect, regardless of race, gender, age, religion, disability, sexual orientation, or socioeconomic status.
- Listen actively and empathetically to clients and colleagues, valuing their perspectives.
- Avoid any language or behaviour that could be perceived as discriminatory, harassing, or bullying.

Communication

- Communicate clearly and effectively, ensuring that language is appropriate for the audience.
- Maintain confidentiality regarding client information and sensitive internal matters.
- Use non-judgmental, person-centred language that is supportive and respectful of individual circumstances.

Professional Integrity

- Ensure that all advice provided is accurate, impartial, and in line with the standards set by Coventry Citizens Advice.
- Seek to continuously improve knowledge and skills through professional development and training.
- Be transparent in decision-making processes and acknowledge mistakes or misunderstandings openly.

Collaboration and Teamwork

- Foster a culture of collaboration where staff, volunteers, and partners work together for the benefit of clients.

- Share knowledge and information openly with colleagues to enhance the quality of advice and support offered.
- Support and mentor less experienced staff and volunteers, contributing to a positive and supportive work environment.

Person-centred Approach

- Prioritize the needs of clients, ensuring that advice is tailored to their individual circumstances and delivered in a respectful manner.
- Engage clients in decision-making about their cases, ensuring they are empowered to take informed steps.
- Avoid any behaviour that could exploit or manipulate vulnerable clients.

About Coventry Citizens Advice

Coventry Citizens Advice is a progressive organisation that has been able to continually innovate and develop new services. Coventry Citizens Advice has been able to demonstrate excellence in a number of areas and been commended for its volunteer training, information service and partnership working. We are multi, local and national award winners in a wide range of areas including Research & Campaigning, Service Development and Money Advice.

Coventry Citizens Advice has a Trustee Board, all of whom bring professional skills and knowledge of the city and are responsible for setting the strategy and budget for the service. Day to day responsibility for the running of the organisation sits with the Chief Executive who oversees the day-to-day running of local Citizens Advice office services.

We have an increasing number of projects all of which work collaboratively to deliver the best outcomes for the residents we work with.

Other benefits

We also offer a range of additional benefits:

- Flexible working arrangements
- Fees paid for membership of relevant professional bodies
- Regular professional development
- Health & Wellbeing services provided through Employee Assistance Programme 'Health Assured'
- Specialised professional support for a range of issues through 'Peppy'
- Cycle to Work-Scheme

- Free eye tests and contribution towards lenses/ spectacles for Computer users if appropriate
- Standing desks and walking meetings
- Discounts on leisure facilities and a range of discounted offers

Conditions regarding offers of employment

If you are successful and are offered employment, we would offer the post conditionally in the first instance, whilst we follow up on your references, DBS (Disclosure and Barring Service) check (if appropriate), health clearance and your right to work in the UK as detailed below:

Security Clearance

Any offer of employment will be subject to satisfactory completion of a security and pre-employment checks which for this role include DBS checks with Disclosure and Barring Service. The level of DBS check required for this post is: **Enhanced**

Further information about the security checking procedure is available on request.

Health Clearance

Any offer of employment will be subject to satisfactory completion of a Health Questionnaire and, should you disclose any health issues that might affect your ability to work, then any offer of employment will be subject to a satisfactory assessment by Occupational Health. Occupational Health will identify whether there are any reasonable adjustments which can be made to support you at work.

Right to work in the UK

Under United Kingdom immigration rules, it is a criminal offence to employ a person who is subject to immigration control and who has not been granted leave to enter or remain in the UK or does not have permission to remain in the UK.

Coventry Citizens Advice therefore has a legal obligation to carry out document checks to ensure that you have a legal right to work in the UK. It is also a requirement that we retain copies of the relevant documents.

To avoid potential unlawful discrimination claims we will carry out appropriate checks on all candidates.

Disability

Coventry Citizens Advice is committed to the employment and career development of disabled people. As a Disability Confident employer, we guarantee an interview to any candidate with a disability whose application meets all the essential criteria for the post.

If you would like to apply for the Guaranteed Interview Scheme, please ensure that you tick the box you will find on the application form for the scheme.

If you consider that you have a disability under the Equality Act 2020 and require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.

Equality and Diversity

We recognise the benefits of having a diverse workforce and will take steps to ensure this. Further information on this is available on request.

How to Apply

Please send your **CV** and a **Personal Statement** no longer than 2 pages, outlining examples of how your skills and experience meet the criteria set out in the person specification for the role.

We request that you address only the criteria, in order, where there is a tick in the column that states, 'personal statement'. If there is not a tick in the application column, do not respond to this (as these areas will be assessed if you are shortlisted for interview).

Failure to address all criteria marked with a tick in the 'personal statement' column of the person specification may result in you not being shortlisted. Make sure your contact details are included so we can get in touch.

Instructions

Deadline for applications is 17 June 2026 @ 12:00pm

Interviews will take place in the week commencing 22nd June 2026.

We would like the successful candidate to start as soon as possible.

Where we ask you to give a presentation on the day, we will provide you with further details and indicate the time you have available, as well as making sure you have the resources available to complete the task.

Please email your application to: recruitment@coventrycab.org.uk.

If you are unable to make an electronic application, you may submit your application on paper and post to:

Recruitment, Coventry Citizens Advice, 1-7 Station Street East, Foleshill, Coventry CV6 5FL.

Please ensure your application arrives before the deadline.

Selection Process

After the closing date we will consider all applications carefully and invite those candidates who appear, from the information available, to be the best-suited for the post to an interview session.

It is important therefore that your application gives a full but concise description of the nature, extent and level of the responsibilities you have held.

If selected, details of the interview process will be sent to you by email or letter.

Travel Expenses

We do not pay for interview expenses; however, we may reimburse candidates on means-tested benefits for reasonable travel expenses to attend an interview if prior authorisation has been obtained.

Data Protection and how we will use your information

We will use your application only to inform the selection process – this is our ‘legitimate interest’ under data protection law. Your application will be kept on record for 12 months after which we will destroy it. If you are successful, it will form the basis of your personnel record with us and we will store it in a digital file. We will hold any data about you in completely secure conditions with restricted access.

Diversity Monitoring

We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only enabling us to monitor our effectiveness of our policy on equal opportunities and employment. Individuals will not be identified by name.

We shall consider that by submitting the enclosed forms you are giving your consent to the processing of your data in the ways described above.

Job Description & Person Specification

Coventry Citizens Advice

Gaming/gambling Related Harms Prevention (GRHP) Community Engagement Worker

Salary: £26,500 pro rata/FTE (£13.73 p/h)
(Plus, reimbursement for mileage/ public transport expenses incurred for weekly travel to venues, up to an agreed limit)

Contract: 2-year FTC
(although sustainability funding will be explored to continue this work beyond this date)

Hours: 16 hrs – 24hrs (including evenings and weekends as required)
3 posts available
Anticipated working week over 3-4 days dependent on hours

Responsible to: Health and Wellbeing Project Manager

Based at: Community venues across Coventry (with some home working/office based required)

Main Job Purpose

To deliver gaming/gambling related harm prevention (GRHP) presentations and gaming/gambling related harm (GRH) early intervention activities across Coventry.

The Office for Health Improvement and Disparities (OHID) have commissioned a group of Citizens Advice charities to deliver a 2-year community pilot project, working with “at risk” young people and adult community groups where gaming/gambling related harms are actually or could potentially be occurring.

The project aims to raise awareness among young people and adults across local communities about the harms associated with gaming and gambling, while providing information on how to access appropriate further support if needed.

Project objectives:

1. Sustain and strengthen the voluntary, community, social enterprise (VCSE) sector to deliver equitable and innovative gaming/gambling related harm prevention (GRHP) strategies;
2. Build capacity and capability for effective and sustainable project delivery of GRHP strategies;
3. Develop an independent, evidence-based approach to public health policy decision making relating to gaming/gambling related harms.

This role is part of a wider test and learn partnership with other activities taking place across the partnership beyond this role.

To successfully deliver this project, this role will form part of a wider partnership involving collaboration with two specialist organisations experienced in supporting young people and adults who are at risk of, or experiencing, gaming and gambling related harms and organisations supporting individuals with lived and living experience of these harms, as well as a university acting as the project's

academic and evaluation partner.

Key Responsibilities

1. Community Engagement & Delivery

- The GRHP community engagement worker roles are responsible for:
- Delivering Gaming/gambling related harm and early intervention presentations within community settings to target “at risk” groups of young people and adults across Coventry, to contribute to the reduction in health inequalities caused by GRH;
- Actively engaging and working with volunteers with lived/living experience of gaming/gambling related harms;

(Please note: Presentations are created in partnership with our specialist organisations and GRHP community engagement workers will be trained to deliver these presentations in their role).

2. Planning & Coordination

- Identifying and mapping existing eligible young people and adult groups within Coventry, using a variety of sources, to ensure volume and reach of project impact is realised within the lifetime of the project;
- Self-organising with the rest of the team of GRHP community engagement workers the delivery of GRHP presentations to eligible community groups (adults and young people), including underserved or high-risk of GRH groups;
- Making contact to organise, co-ordinate and plan for these presentations
- Promote the service to increase awareness, reach, and accessibility

3. Inclusive Delivery

- Taking into consideration any equalities and/or accessibility of eligible groups so that delivery of presentations to these groups is successfully achieved
- Delivering the prevention and early intervention presentation in situ within community spaces which will include daytime, evening and weekend working (all dependent on when the young people and adult groups are running);

4. Referral & Support

- Supporting the referral process for any young people or adults identified at risk of/experiencing gaming/gambling related harms whilst delivering the group presentations;

5. Data, Evaluation & Reporting

- Ensuring all data is captured pre and post community engagement and updating records after delivery of presentations and completing regular evaluations of progress and impact activity with all partners (which will also include submitting quarterly case studies).

6. Quality

- Comply with the relevant areas of the delivery programme in a timely manner
- Achieve the volume and reach of community presentations to adults and young people set by the funder
- To ensure data is captured before and after community work undertaken as directed by the organisation

7. Training & Professional Development

- Understand, learn, retain and implement the training delivered to these roles relating to GRH and their preventions to be successful in this community-based role
- Attend professional development opportunities and courses as identified by line manager and partner organisation to keep up to date with relevant project developments and developments within the Gaming/gambling related harms sector
- Actively contribute to your personal and professional development through the supervision and appraisal process

8. Research & Influence

- To contribute to the research, evaluations reflective practice and supervision which will be led by the University within our partnership to achieve maximum impact throughout the lifetime of the project

- To actively contribute to activities which influence local, regional and national policy decisions relating to gaming/gambling related harm prevention and reduction

8. Safeguarding & Risk Management

- Identify safeguarding concerns and take appropriate action in line with procedures
- Maintain professional boundaries and deliver person-centred support
- Adhere to health and safety and lone working policies
- Ensure the safety of self, colleagues, and participants when working in community settings

9. General Responsibilities

- To comply with the policies, procedures and guidelines of the organisation and lead partner
- Work cooperatively with colleagues and encourage excellent teamwork across the partnership
- Be flexible to meet the needs of the service
- Promote the aims, principles, policies, interests, and wellbeing of the Service and to protect its integrity and reputation at all times
- Anything else as may be required from time to time by the Employer and/or Partnership lead

Person Specification

Essential Criteria				
General		Personal Statement	Interview	Presentation
1	Have the personal skills and confidence to present our pre-developed presentation to groups of adults and 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 and represent 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.	✓		
9	An understanding of safeguarding and working with vulnerable individuals		✓	

Experience	Personal Statement	Interview	Presentation
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10	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
11	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)	✓	✓	
12	Ability to cope with pressure and keep calm and organised within a role that has key outcomes to achieve within a designated timeframe		✓	
13	Demonstrate commitment to adhering to procedure, policies and systems to ensure good practice		✓	
Communication skills		Personal Statement	Interview	Presentation
14	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;	✓	✓	✓
15	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	✓	✓	
16	Ability to write simple case studies and record key data for organisational reporting		✓	
17	Ability to actively listen and empathise with people		✓	

Working effectively within teams		Personal Statement	Interview	Presentation
18	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;	✓	✓	
19	Ability to contribute to a positive working environment in which equality and diversity are celebrated		✓	
20	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
21	Demonstrate an ongoing and proactive commitment to own learning and personal development to meet the needs of the role	✓	✓	
22	The ability to give and receive feedback constructively to enhance personal/professional development		✓	
Information technology (IT) skills		Personal Statement	Interview	Presentation
23	Experienced and confident in using IT (i.e. use email efficiently, input simple data on excel spreadsheets, ability to deliver presentations confidently using IT (e.g. using power-point), be able to use virtual platforms such as Teams, Microsoft365, google Meets)	✓		✓
Judgment and decision making		Personal Statement	Interview	Presentation
24	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

25	To have the ability to identify what a good quality service looks like and support the Health and Wellbeing manager in delivering the outcomes of this project		✓	
Flexibility		Personal Statement	Interview	Presentation
26	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	✓	✓	
27	Be able to attend community venues across Coventry, 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
28	Bilingual skills in a community language	✓		
29	Experience of working or volunteering within voluntary, statutory or public sector community services	✓	✓	