

# Model of Care & Performance Officer (FTC to 31 March 2026)

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Application pack

## Job description

<b>Role title:</b>	Model of Care & Performance Officer
<b>Accountable to:</b>	Quality & Performance Manager
<b>Status:</b>	Fixed Term (to 31 March 2026). We are happy to discuss secondment options.
<b>Hours:</b>	Full Time (35 hours per week). We are happy to discuss flexible working options
<b>Location:</b>	Hybrid, minimum 40% office based, Central London
<b>Salary:</b>	£28,665 – £35,280 depending on experience (+ £3,150 London weighting where applicable) (pro-rata)

### Role purpose

The Model of Care and Quality Improvement Officer will play a critical role in supporting the Quality and Performance Manager within the Systems Commissioning Team. The role will focus on ensuring that the care and support models developed and implemented by the National Gambling Support Network (NGSN) are effective, efficient and of high quality. The post holder will support the work around the current and ongoing development of the model of care to ensure that the NGSN is delivering against best practice and evidence-based interventions, supporting quality improvement.

### Key accountabilities:

- Working with the Quality and Performance Manager and providers to:
  - Develop and implement an NGSN model of care.
  - Monitor quality and performance standards as part of the commissioning process.
  - Support the tracking of the evaluation and delivery of related project milestones.
  - Work closely with colleagues in evidence and insight teams and make sure that findings of good practice and/or lessons learnt are built into future service planning, delivery, and improvement.
  - Work with colleagues in innovation, development, education and training to build capacity, quality and continuously improve performance standards within GA and commissioned services.
- Provide quality and performance information of the peer review process, contributing to interim evaluation reports and outputs where appropriate.

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### Key responsibilities:

- Further the reputation of GambleAware as a strategic commissioner by building effective partnerships with relevant colleagues and stakeholders such as the National Gambling Support Network (NGSN).
- Act as a resource for colleagues around issues of model of care, quality and performance, in contract management.
- Work in partnership with other colleagues and teams across GambleAware, Local Authority and NHS Commissioners, Public Health Specialist staff, people with lived experience and providers from the

private, voluntary and community sectors to establish effective quality and performance standards so that services meet the needs of service users.

- Maintain up to date knowledge of best practice, research findings and innovations to support the contract management process and learning.
- Demonstrate a commitment to diversity, inclusivity and equal opportunity in working with colleagues and stakeholders with a wide range of perspectives and experiences
- Undertake any other tasks as reasonably directed by your line manager.
- Work according to GambleAware policies and procedures.
- Be a good team worker, demonstrating loyalty and commitment to the organisation and team member.

## Key Contacts

- NGSN
- System Commissioning Team
- Innovation and Development Team
- Evidence and Insights Team

## Critical competencies

The competency framework sets out how we want people in GambleAware to work.

The competencies are intended to be discrete and cumulative, with each level building on the level below.

The six competencies below are identified as critical to this role.

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Brilliant Basics	<ul style="list-style-type: none"><li>• Take ownership of problems in their own area of responsibility</li><li>• Work with team to set priorities, goals, objectives and timescales</li><li>• Work with commissioning experts in engaging effectively and intelligently with delivery partners in order to define and /or improve service delivery</li></ul>
Difference Makers	<ul style="list-style-type: none"><li>• Proactively seek information, resources and support from others outside own immediate team in order to help achieve results</li><li>• Take opportunities to regularly communicate and interact with colleagues, helping to clarify goals and activities and the links between these and strategy</li></ul>
Game Changers	<ul style="list-style-type: none"><li>• Develop understanding and knowledge of own work and of team's business area by actively seek out and sharing learning and experiences</li></ul>

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## Person specification

	Essential	Desirable
<b>Knowledge &amp; experience</b>	<ul style="list-style-type: none"> <li>• Good knowledge of healthcare delivery models, including their principles, components, and implementation strategies.</li> <li>• Understanding of and experience in applying quality improvement methodologies such as Lean, Six Sigma, PDSA cycles, and root cause analysis to drive measurable improvements in healthcare outcomes.</li> <li>• Good track record of successfully supporting the development of quality improvement projects from conception to implementation, including project planning, resource allocation, and performance monitoring.</li> </ul>	
<b>Skills &amp; abilities</b>	<ul style="list-style-type: none"> <li>• Demonstrable ability to effectively engage with diverse stakeholders, including clinical staff, administrators, patients, and community partners, to foster a culture of quality and patient safety</li> <li>• Good understanding of healthcare delivery models, including patient-centred care, value-based care, and population health management.</li> <li>• Good data analysis skills to interpret healthcare data to support seniors to identify trends, measure outcomes, and drive quality improvement initiatives.</li> <li>• Excellent communication and interpersonal skills to engage with diverse stakeholders</li> <li>• Good Project management skills to plan, implement, and evaluate quality improvement projects effectively, including setting goals</li> <li>• Understanding of evidence-based practice principles and methodologies to guide quality improvement efforts based on the best available evidence timelines, and milestones.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with healthcare informatics systems and electronic health records (EHR) to extract and analyse healthcare data for quality improvement purposes.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Evidence of post qualifying and continuing professional development.</li> <li>• Educated to degree level or equivalent level of experience of working at this level.</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification relevant to understanding Gambling Harms e.g., Mental Health.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Committed to continuous professional development.</li> <li>• Commitment to GambleAware’s mission and values.</li> <li>• A clear understanding of, and commitment to, equal opportunities and diversity, and a commitment to promote high standards of conduct, integrity and probity.</li> <li>• Eligible to work in the UK.</li> </ul>	

This job description does not form part of the contract of employment and may be subject to change.

## How to apply

### Key dates

Closing date for applications is **9am on Monday 8th July 2024**. Successful candidates will be invited to attend a panel interview in the **week starting 22 July 2024**. We reserve the right to close the post and interview ahead of the closing date if & when we receive enough high calibre applications. Therefore, if you are interested, please submit your application as early as possible.

### How to apply

Applicants must be eligible to work in the UK. To apply, please submit a comprehensive CV along with a cover letter to [recruit@gambleaware.org](mailto:recruit@gambleaware.org). Your cover letter should highlight your relevant skills, knowledge, and experience, and outline the approach you would take for this role.

Please note that using Artificial Intelligence AI to write your application or cover letter is not advocated by GambleAware, and it could negatively impact your chances of success in the application process. While AI can help streamline the writing process, these tools cannot fully grasp the context or requirements of the job you're applying for, nor can they accurately reflect your skills, knowledge, and experience. It is crucial that you personalise your supporting statement by articulating these in your unique voice.

If you choose to use (AI) or other tools to assist in writing your application, we ask that you declare this clearly on your CV and / or cover letter, and bear in mind that it's essential to personalise this information, particularly in your cover letter.

### Equal opportunities

All candidates are also requested to complete an online [Equal Opportunities Monitoring Form](#) which will be found at the end of the application process. This should be submitted to [recruit@gambleaware.org](mailto:recruit@gambleaware.org). This is not mandatory but will assist GambleAware in monitoring selection decisions to assess whether equality of opportunity is being achieved. Any information collated from the Equal Opportunities Monitoring Forms will not be used as part of the selection process and will be treated as strictly confidential.

GambleAware is an equal opportunity employer and is committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance, and the elimination of all forms of discrimination in the workplace for all staff and job applicants.

### Adjustments

We are committed to ensuring everyone can access our website and application process. This includes people with sight loss, hearing, mobility, and cognitive impairments.

Should you require access to these documents in alternative formats, please contact [recruit@gambleaware.org](mailto:recruit@gambleaware.org). We also welcome any comments or suggestions about improving access to our application processes.

### Personal data

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your sensitive personal data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sexual orientation, genetic and/or biometric data) in your CV and application documentation.

Following this notice, any inclusion of your sensitive personal data in your CV/application documentation will be understood by us as your express consent to process this information going

forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

## **Contact details**

For a conversation in confidence, please contact [recruit@gambleaware.org](mailto:recruit@gambleaware.org) and we will come back to you.

## About GambleAware

GambleAware is the leading independent charity and strategic commissioner working to keep people safe from gambling harms.

We are the leading strategic commissioner of gambling harm education, prevention, early intervention, and treatment across Great Britain. We work in close collaboration with the NHS, clinicians, local and national government, gambling treatment providers, as well as other mental health services. We operate across four key areas by:

- Providing support, advice, and tools to help people make informed decisions about gambling. We help people understand and recognise the risks of gambling, and direct them to more information, help and support, should they need it.
- Commissioning the National Gambling Support Network (NGSN), a group of organisations across Great Britain which provides free, confidential treatment, as well as the National Gambling Helpline which takes around 52,000 calls and online chats a year.
- Commissioning research and evaluation to increase our knowledge and understanding of what works in the prevention of harm.
- Producing public health campaigns on a national scale and providing practical support to local services and partners.

If you're worried about how gambling makes you feel, we can help. For free and confidential advice, tools and support, search GambleAware or contact the National Gambling Helpline, available 24/7, on 0808 8020 133.

### Our independence

As an independent charity, GambleAware has an extremely robust system of governance processes in place, is accountable to the Charity Commission, and works to hold the gambling industry to account. Members of our independent Board of trustees are leaders within the NHS and public health sector and have no connection to the gambling industry. We work closely with DCMS, DHSC, OHID and the Gambling Commission, who all recognise our integrity and independence. The gambling industry has absolutely no input, influence or authority over any of our activity.

### Governance

We have robust governance processes to guarantee our independence from the gambling industry. Our Board of Trustees have extensive public health and NHS backgrounds and are selected based on their expertise to support the commissioning of best practice national prevention, education, treatment and support services. GambleAware is committed to the Charity Governance Code, which includes a priority to be transparent and accountable and regular communication with the Advisory Board for Safer Gambling. GambleAware's Board of trustees is chaired by Baroness Kate Lampard CBE, former lead non-executive director on the Department of Health & Social Care Board and a trustee of the Esmée Fairbairn Foundation. Other trustees have extensive public health and NHS experience.

### Funding

GambleAware has long called for the introduction of a statutory levy on the gambling industry and was delighted to see a levy included in the Gambling White Paper. A levy will enable proper funding oversight, avoid duplication of work and provide a sustainable, transparent and long-term funding model to ensure the successful delivery of the research, treatment and prevention services needed to prevent and treat gambling harms.

Gambling is a serious public health issue and having greater accountability and a government led National Strategy to prevent gambling harm, which is supported by sustainable funding, means all operators can be held accountable. The new statutory levy will give certainty and stability to commissioners like GambleAware, as well as service providers, to make long-term commitments to meet population needs. It will also ensure further separation between the industry and research, education and treatment. Sustainable funding will enable us and those working to reduce gambling harm to increase access to early interventions, expand the number of local systems who can act to prevent gambling harm and develop a commissioning plan which is specifically targeted at help young people and children.

## Our guiding principles:

GambleAware has a vision to see a society where everyone is safe from gambling harms. To help achieve this, we are steered by a clear set of values which guide our behaviour and shape everything we do.

<b>We are all here to make a difference...</b>
<ul style="list-style-type: none"><li>• We start from the perspective of people at risk of gambling harms</li><li>• We ask what impact we can have</li><li>• We are bold enough to set the agenda and lead the way</li><li>• We persevere until we reach our goals</li><li>• We do things that leave a legacy.</li></ul>
<b>...by working with curiosity and innovation...</b>
<ul style="list-style-type: none"><li>• We strive for new ways to solve problems</li><li>• We share learning, insights and expertise</li><li>• We are willing to take risks or go out of our comfort zone</li><li>• We ask questions and welcome constructive challenge</li><li>• We learn from our successes and failures.</li></ul>
<b>...and pulling together as one team.</b>
<ul style="list-style-type: none"><li>• We value everyone's talent and perspective</li><li>• We ensure everyone feels welcome and can be themselves</li><li>• We collaborate to deliver the best outcomes</li><li>• We go out of our way to help each other</li><li>• We celebrate everyone's success together.</li></ul>



## Life at GambleAware

### Employee benefits

We are committed to offering our employees a range of benefits to support their wellbeing. We regularly review and update our benefits and the list below summarises those currently on offer.

Annual flu vaccinations	Flexible working
Annual leave, 25, increasing to 28 with length of service days plus public holidays and Christmas closure	Resilience Fund
Regular staff feedback survey	Investment in staff development
Cycle scheme	Mindfulness app
Death in service	Pension
Employee assistance programme	Private healthcare
Eye-test and DSE assessment	Generous family friendly policies

### Equal opportunities

GambleAware is committed to equality, diversity, and inclusion – with an EDI group at the core of the charity that is committed to driving real change throughout the organisation. Our aim is to ensure that our staff, partners, stakeholders, and those we commission – at all levels – are committed to driving change for a more equitable society promoting zero tolerance towards inequality, exclusion, racism and all forms of discriminations through the organisation and our partners.

GambleAware will be conducting quarterly staff surveys to allow for an open, honest, and confidential way for staff to feedback and share their observations of the charity and make suggestions for improved ways of working going forward.

### Career development

At GambleAware, we pride ourselves on offering a work environment that encourage professional growth. We have a competency framework in place that sets out the skills, knowledge and behaviours that lead to successful performance. The framework is used as a basis for determining what employees need to achieve and how they can work to achieve this.

The framework is designed to empower staff to take control of their career and we deliver on this by offering regular internal and skills-based training opportunities for all employees, at any level. There are also opportunities for coaching across the team and with junior colleagues and we also provide an internal mentoring framework for all staff.

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GambleAware is the independent charity (Charity No. England & Wales 1093910, Scotland SC049433) and strategic commissioner of gambling harm education, prevention and treatment across Great Britain to keep people safe from gambling harms.

For further information please contact [info@gambleaware.org](mailto:info@gambleaware.org)