citizens advice Wokingham

Job pack Prevention Outreach Worker (Gambling Harms)

Thank you for your interest in working at **Citizens Advice Wokingham or Hart.** This job pack should tell you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

1. Our Principles, Our Values and our Equality Statement
2. Our Vision 2025-2027
3. Our Mission
4. 3 things you should know about Citizens Advice
5. Information about the local Wokingham and Hart offices where these posts are based
6. Information about the Gambling Hams Partnership at Citizens Advice
7. The Job Description and Person Specification **(pages 6-8)**

Our principles

Citizens Advice Wokingham provides free, confidential, impartial and independent advice to everyone regardless of race, gender, disability, sexual orientation, age, religion or faith, or nationality. It recognises the positive value of diversity, promotes equality and challenges discrimination.

Our values

We encourage trying new things and we support each other to figure it out. We question every idea to make it better and we adapt when things aren't working.

We're approachable. We work together with stakeholders and partners to find the best way forward for our clients. We ensure that our services reach those who need us. We are transparent, honest and act with integrity. We welcome change and are not afraid to adapt.

We're confident - we do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

Equality and Diversity statement

At Citizens Advice we believe that our common humanity makes us equal in worth, dignity and rights.

We will be a strong champion for equality by:

- listening to, and working with our communities.
- challenging discrimination through advice.
- championing equality through research and campaigns.
- valuing diversity as an employer and volunteer organization.
- finding ways to embed diversity of thought.

We will be a stronger organisation by embedding diversity of thought into our decision making processes.

(Citizens Advice Wokingham Strategic Business Plan 2025-2027)

Our vision for 2025-2027

Our vision is to be **' the peoples champion'** in Wokingham, making a positive and lasting difference in the lives of people living and/or working in the Borough. We are a helping hand for people who need support navigating through life.

- **We help people find a way forward**

We can all face problems that seem complicated or intimidating. At Citizens Advice Wokingham, we believe no one should have to face these problems without good quality, independent advice.That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

- **We speak up for our clients**

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence and working as a network, we can show big organisations – from companies right up to the government – how they can make things better for people. We see how problems can be linked. By helping people with the underlying cause of their problems and making sure they don't get worse, we save the government and public services hundreds of millions of pounds every year.

- **We make a difference**

Our service saves society money. In 2023 to 2024, the advice we delivered as a network across the country directly saved government and public services at least £759 million. For every £1 spent on the service, we benefit our clients by £14.60. We estimate our value to society at £5.7 billion. Locally we serve the community in Wokingham, ensuring that every contact contacts from raising awareness and preventing issues escalating to supporting those in crisis.

Our Mission

As a National Network of local independent charities, Citizens Advice is moving to a missions-based approach because it's a good way to link the ambition we have for our work -the difference we make for the people we help – with the federated nature of our service delivery. Mission-based working is most powerful when multiple partners need to unite around achieving ambitious goals; and when innovation is needed to find effective ways to address challenges.

Missions are bold and long lasting ambitions. They will be used to focus shorter-term activity to drive forward change in 1-3 year plans, whilst providing our longer term direction and definition of success.

Citizens Advice Wokingham is a member of Citizens Advice Federated Network and is committed to its three missions:

1. **Provide advice fit for the future** - we'll be there for people when they need us in the ways that help make the biggest impact
2. **Close the gap** - we'll address the disparities in access and experience for marginalised people
3. **Take early action** - we'll prevent more people reaching crisis by addressing problems earlier

It's crucial that we're flexible and able to adapt, so our local strategy needs to fit with the national mission and will live and evolve, with some things changing as we learn together. We'll balance adaptability and responsiveness with staying true to our way of doing things. As a result we have also added a local mission to be 'Match Fit' so that the service is able to adapt as the conditions evolve.

3 things you should know about Citizens Advice

1. We're local and we're national. We have national offices offering direct support to people in over 265 independent local Citizens Advice services across England and Wales

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Together we helped over 2.5 million people face to face, over the phone, by email and chat in England and Wales last year.

Information about Citizens Advice Wokingham

Citizens Advice Wokingham is a brilliant and dedicated team of 13 paid staff and 60 volunteers, including 9 trustees who go out of their way to support everyone who comes to us.

We receive 'core' funding for our advice services from our valued collaborator Wokingham Borough Council. We also operate a number of projects including Energywise Wokingham, funded through The Energy Trust Redress Scheme and Financial Inclusion within our partnership with Trussell Trust Food Bank service delivered across a number of locations in the Borough.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insights to tailor our services, as well as help improve policies and practices locally.

We put our clients' needs at the heart of our decision-making.

Information about Citizens Advice Hart

Citizens Advice Hart supports people across the Hart district to find practical solutions to the problems they face and make informed decisions about their next steps. Our service is delivered by a team of 40 volunteers, 8 volunteer trustees and 14 paid staff and offers free, independent, impartial and confidential advice by telephone, online and face to face.

Our core funding comes from Hart District Council, helping us maintain key advice services for local residents. Alongside this, we deliver a range of targeted support services, including Advice First Aid, Home & Well, Outreach, Financial Resilience and Digital Inclusion.

Working closely with people every day gives us a strong picture of the issues affecting our community, from poverty and homelessness to digital exclusion and financial hardship. We use that insight to shape our services, respond to emerging needs and contribute to improvements in local policy and practice.

At the centre of our work is a commitment to ensuring local people can access the support, information and confidence they need to move forward.

Information about South East Gambling Harms Partnership

In April 2026, the South East Gambling Harms Partnership was awarded dedicated funding from the Office for Health Improvement and Disparities (OHID) through the Gambling Harms Prevention Fund. This initiative is a strategic collaboration between eight Citizens Advice offices, including Reading, East Berkshire, West Berkshire, Hart, Rushmoor, Tadley, and Basingstoke.

Our mission is to launch a comprehensive programme across Berkshire and North Hampshire that delivers professional training, public awareness, and targeted community outreach to identify, prevent, and reduce the devastating impacts of gambling harms.

Why Citizens Advice?
Citizens Advice is uniquely positioned to deliver this work because gambling harm is rarely an isolated issue; it is almost always deeply entwined with financial distress and debt.

- **The Debt-Gambling Link:** National data shows that over 75% of people seeking help for gambling also present with significant debt issues. By the time a person seeks help, they are often facing legal action, eviction, or insolvency.
- **A Trusted Entry Point:** People often feel a high level of stigma regarding gambling but are more comfortable seeking "neutral" advice for debt or housing. Because Citizens Advice is a primary destination for financial support, we are the first point of contact for those in the earliest stages of gambling-related crisis.
- **Holistic Support:** We don't just treat the symptom; we treat the cause. While other services may focus solely on the addiction, we provide the wraparound support—debt management, benefits advice, and legal protection—necessary to give individuals the stability they need to successfully engage in long-term recovery.
- **Hyper-Local Reach:** Our partnership across Berkshire and North Hampshire ensures that we can reach diverse communities, including high-risk groups such as young people, veterans, and minority communities, through a network they already trust

Our Culture

At Citizens Advice Wokingham our people are at the heart of everything we do – without them, we wouldn't be able to deliver the first-class service we provide every day. We offer much more than a place to come to work; we offer the chance to be part of a team that is welcoming and inclusive, a role that makes a difference to people's lives, particularly during the current cost of living crisis, and somewhere that recognises that work is only one part of your life – getting the right work life balance for you is important to us. We have a learning culture and therefore ensure that we learn and evolve to meet the needs of the community we serve - we are the 'people's champion' and ensure that we are proactive in our communities.

How to Apply

Please submit your CV and Cover letter in line with Personal Specification answering each point on the Charity Jobs portal or send to recruitment@citizensadvicewokingham.org.uk

Job description

Role Title	**Prevention Lead**
Reporting To	**Training & Engagement Coordinator**
Salary	**£28,392 -£31,000 pro rata (dependent on experience)**
Hours	**37.5 hours per week**
Role Type	**Fixed Term 31st March 2028**
Location	3 x FTE Berkshire (Based in Wokingham/hybrid, covering Berkshire Local Authorities)

	2 x FTE North Hampshire (Based in Hart/hybrid, covering North Hampshire Local Authorities)
Role Purpose	The Prevention Lead will drive community engagement, education, and early intervention activities to reduce gambling-related harms across the region. This specialist role focuses on reducing gambling-related harms by delivering targeted prevention activities to four high-risk groups: Youth, Ethnic Minorities, Veterans, and Affected Others (families and friends impacted by someone else's gambling). You will break down cultural taboos and remove friction to support. By leveraging your deep understanding of these specific groups, you will ensure vulnerable individuals and their families can safely access information, advice, and clinical referral routes. You will deliver financial literacy workshops, establish high-footfall pop-up hubs, distribute harm-reduction tools, and build strategic partnerships with local authorities to embed gambling awareness into public health strategies.
Role Responsibilities	• Deliver gambling awareness and financial literacy sessions in schools, colleges, and youth clubs, focusing on digital risks like gaming loot boxes and trading apps. • Adapt and deliver workshops addressing specific cultural nuances such as migration stress and family honour. • Partner with veteran networks and military associations to deliver tailored support addressing the unique gambling risks faced by ex-service personnel. • Create safe spaces and targeted workshops for families, partners, and friends impacted by a loved one's gambling, focusing on coping strategies and financial protection. • Establish a trusted physical presence in areas highly frequented by these target groups, alongside major regional hubs like The Oracle or Festival Place. • Assist in reviewing, and distributing public health messaging leaflets and digital resources to ensure language and terminology are not barriers to support. • Proactively address the stigma surrounding gambling across all target groups. Move conversations from hidden shame to proactive help-seeking.

	• Hand out device-blocking software guides and provide hands-on tech support to help community members install them. • Engage youth leaders, community elders, faith leaders, and veterans groups to feed insights back into the South East Partnership Lived Experience Advisory Group. • Ensure accurate logging of workshop attendance, resource distribution, and participant feedback in conjunction with the Data & Impact Officer. • Monitor and report on target metrics, including knowledge shifts and community engagement numbers across all four target demographics.
Key Duties	• Partner with local council public health teams to ensure gambling harm is integrated into local authority public health strategies. • Actively participate and develop the Lived Experience Advisory Group to ensure community voices shape delivery. • Support localised social media and press campaigns targeting non-stereotypical gambling harms (e.g., online bingo, trading apps, gaming loot boxes). • Partner with local Buddhist monasteries, Hindu temples, and Christian fellowships to introduce gambling harm discussions during community gatherings. • Ensure accurate logging of workshop attendance, resource distribution, and participant feedback in conjunction with the Data & Impact Officer. • Monitor and report on target metrics, including knowledge shifts and community engagement numbers.
Personal Specification	These criteria follow a standard Essential (E) and Desirable (D) framework: **Experience:** 1. Proven track record in community outreach, public health campaigns, or youth/adult education (E) 2. Experience delivering workshops or training sessions to diverse audiences (E) 3. Knowledge of gambling harms, addiction support, or the advice sector (e.g. Citizens Advice) (D)

	4. Experience working with local authorities or public health frameworks (D) **Skills & Abilities:** 1. Exceptional verbal and written skills, with the ability to communicate sensitive topics without judgment. 2. Ability to confidently approach members of the public in high-footfall environments. 3. Strong time management skills to manage a split region across multiple local authorities. 4. Willingness to travel frequently across the designated region (Berkshire or North Hampshire).