

Application Pack: Community Outreach Manager

Background

The EPIC Restart Foundation empowers people to restart positive lives after gambling harm.

“The single best thing I have ever done for myself. I have a renewed sense of power over my life, my mindset, and my goals. A genuinely life changing experience.”

We are an independent charity founded in lived experience of gambling harm. We are driven by our passion to ensure people are supported to sustain long term recovery and more fulfilling, purposeful lives.

We work closely with people in recovery, the National Gambling Support Network and expert delivery partners to pioneer innovative approaches that are empowering people to rebuild their lives. We also build crucial awareness of recovery support pathways and break down the stigma around gambling addiction.

We have filled a significant support gap and we are respected for our empowering approach. Our **EPIC Restart Community** is a powerful lived experience online network offering inspiration, learning and connection after gambling harm, and our intensive support programmes provide life-changing events, personal development opportunities and person-centred recovery coaching.

We are proud of the impact we are making and have a wealth of evidence to demonstrate positive transformations. This is a great time to be joining the EPIC Restart Foundation as we rapidly expand our team to meet increasing demand for our support.

Outreach with community organisations

We are increasingly approached by voluntary and community organisations (VCS) wanting to build their knowledge and understanding around gambling harm so they can better support service users who may be struggling with the impacts of harmful gambling.

So we are expanding our outreach programme and launching **REACH** – a new 2-year programme funded by the National Lottery Community Fund and GambleAware. REACH focuses on building collaborations with VCS organisations, especially those working with ethnic minority groups and hard-to-reach audiences at high risk due to inequalities and the stigma associated with gambling addiction.

Through REACH we are sharing our lived experience and insights into recovery to build capacity in VCS organisations to support others struggling with gambling harm. REACH aims to destigmatise gambling harm and increase frontline workers’ confidence to better support people in recovery. The programme also promotes pathways to specialist support and aims to foster a more understanding environment that supports more people to rebuild positive lives after gambling harm.

“Thank you for delivering this training for us, the feedback I heard from our staff was amazing, not only could they relate to you and thought the training was really useful, but it actually changed perceptions and opinions on gambling and some people have made some really huge changes in their lives on the back of it for their own wellbeing as well as being more confident in having conversations with our communities.” VCS pilot feedback

Community Outreach Manager

We are seeking an energetic and highly organised individual to join our team as our **Community Outreach Manager** to drive and deliver the REACH programme and support other impactful outward facing initiatives – especially those that support hard-to-reach audiences and ethnic minority groups.

Lived experience of gambling harm (either directly or indirectly) is an advantage but not essential requirement for this role as you will be collaborating with colleagues who will contribute their lived experience insights to inform REACH activities that you project manage. But you must be passionate about making a difference and excited by the opportunity to transform lives, support people in recovery and be sensitive to their needs.

Reporting to the Head of Programmes, you will lead on building relationships with relevant VCS organisations and working hands-on to organise and facilitate delivery of a wide range of REACH activities such as capacity building **workshops** – sharing what works well, establishing good practice and highlighting referral pathways; **lived experience** events, drop-in advice sessions – raising awareness of the needs of people in recovery, reducing stigma and signposting specialist support; and **social media activities**, campaigns and videos - aiming to reach more diverse audiences, reduce stigma and encourage wider discussion about gambling harms recovery.

Essential knowledge, skills & experience

- You will have a track record of working with VCS organisations.
- You will have an understanding of the inequalities, stigma and other barriers that prevent people (especially hard-to-reach audiences and ethnic minority groups) from reaching out for support to recover from gambling addiction.
- You will have demonstrable experience in project management and organising community events / community engagement activities and managing multiple projects at the same time.
- You will have experience of monitoring and evaluating the progress of projects against milestones and budgets and providing clear, well-written management reports.
- You will be highly organised with outstanding communication and relationship management skills, and you will have excellent IT and digital skills, comfortable working with workplace systems and social media.
- You will be a self-starter, motivated to work independently as well as an enthusiastic team worker - able to build inclusive relationships and collaborate with colleagues and external stakeholders, fostering a culture of trust, mutual support and respect.

Key responsibilities include:

- Plan, organise and deliver the REACH programme, working collaboratively with colleagues and fulfilling the programme's aims and objectives.
- Build relationships with VCS organisations that raise awareness of gambling harms, engages and supports more diverse audiences and strengthens networks of gambling harms support.
- Working with the Head of Marketing & Comms, establish clear communication channels, creating accessible information resources that add value to VCS organisations wanting to support their communities around gambling harm.
- Manage project delivery against budget, providing information to support grant claims and further funding bids. Proactively monitor, evaluate and report on progress against milestones and outcomes, resolving practical issues and managing risk.
- Represent EPIC Restart with external stakeholders when requested and support other outreach initiatives with colleagues.

Contract: Full time - 2-year fixed term contract.

Terms: Annual salary £34,000 pa. Taxed at source.

Location: Remote, working at home online using our workplace management system, with regular UK travel to meetings and events (travelling expenses and subsistence paid and time off given in lieu of evening and weekend working).

The position is available immediately, on a full or part-time basis (you must be available for a **minimum 0.8FTE**). We would be happy to discuss arrangements for flexible and/or blended working.

Diversity, Inclusion and Safeguarding

EPIC Restart Foundation is committed to creating an inclusive culture. We understand the importance of incorporating all aspects of diversity, equity, and inclusion in everything we do. We aspire to increase the diversity of our team and we encourage candidates with a range of work and life experiences to apply, in particular people from ethnic minority groups, who are underrepresented in our organisation.

We believe everyone should feel safe in their working environment and be supported to achieve their potential. This role will require an Enhanced DBS check and be subject to satisfactory references and online checks, but experience of the CJS is not an automatic barrier to joining our team.

How to apply

Send your CV and a supporting letter to opportunities@epicrestartfoundation.org before 12 noon on Friday 7 June. Your letter should explain why your interests, your experience and your skills make you a good fit for this role.

Closing date: 12 noon Friday 7 June.

Shortlisted candidates will be interviewed online.

Due to the high volume of applicants we receive, we will be unable to respond to everyone. But we will get in touch if you are shortlisted – thank you for your interest.

www.epicrestartfoundation.org



GambleAware