



Wokingham



Hart

Job pack

Community Prevention 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:

- Our Principles, Our Values and our Equality Statement
- Our Mission
- 3 things you should know about Citizens Advice
- Information about the local Wokingham and Hart offices where these posts are based
- Information about the Gambling Harms Partnership at Citizens Advice
- The Job Description and Person Specification (**pages 6-8**)

Our principles

Citizens Advice Wokingham and Hart provide free, confidential, impartial and independent advice to everyone regardless of race, gender, disability, sexual orientation, age, religion or faith, or nationality. We recognise the positive value of diversity, promote equality and challenge 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.

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 and Hart are members of Citizens Advice Federated Network and committed to its three missions:

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

Close the gap - we'll address the disparities in access and experience for marginalised people

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.

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 45 volunteers, 8 volunteer trustees and 18 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, Money Advice, 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 deliver a comprehensive prevention programme across Berkshire and North Hampshire that raises awareness, supports earlier identification of gambling-related harm and helps communities access appropriate information, advice and support.

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 and Citizens Advice Hart 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 send your CV and cover letter in line with the Personal Specification to

people@citizensadvicehart.org.uk

Who are we looking for?

You may already work in community outreach, Citizens Advice or another advice service, youth work, financial inclusion, housing, public health, mental health, social prescribing, education, substance use or the voluntary and community sector. You do not need previous gambling harms experience - we will provide the specialist training and support you need. If you are confident in engaging different communities, enjoy building relationships and want to help prevent harm before it reaches crisis point, we would love to hear from you.

Job description

Role Title	Community Prevention Worker
Reporting To	Training & Engagement Coordinator
Salary	£28,392 -£31,000 pro rata (dependent on experience)
Hours	37.5 hours per week. Flexible working available.
Role Type	Fixed term until 31st March 2028, with any extension subject to future funding.
Location	3 x FTE Berkshire (based in Wokingham/hybrid and community-based, covering designated Berkshire areas) 2 x FTE North Hampshire (based in Hart/hybrid and community-based, covering designated North Hampshire areas) Regular travel within the designated area will be required. Travel expenses will be paid in line with organisational policy.
Role Purpose	The Community Prevention Worker will be a visible, community-facing member of a new gambling harms prevention programme, building relationships, raising awareness and helping people recognise and respond to gambling-related harm earlier. You will work with a range of priority communities, including young people, minority communities, veterans and people affected by someone else's gambling. The role will involve delivering engaging workshops and outreach activities, building trusted local partnerships, having non-judgemental conversations about gambling and helping people access appropriate information, advice and support. You do not need previous experience of working in gambling harms. Full specialist training and ongoing support will be provided. What matters most is your ability to engage people, build relationships and communicate sensitive information in an approachable and respectful way.

	This is an opportunity to help shape a new regional prevention programme and develop creative approaches that respond to the needs of local communities.
Role Responsibilities	Build strong relationships with community organisations, local services and professionals across your designated area. Deliver engaging gambling harms awareness, prevention and early intervention workshops and community outreach activities. Engage priority communities, including young people, minority communities, veterans and people affected by someone else's gambling, adapting activities to local needs. Have confident, non-judgemental conversations about gambling, provide practical information and brief interventions, and signpost or refer people to appropriate advice and specialist support. Promote practical harm-reduction tools, including gambling-blocking software and financial safeguards, and support people to access these where appropriate. Work creatively with communities to identify where outreach is needed and help reduce barriers to information and support. Contribute community insight and feedback to the South East Gambling Harms Partnership and Lived Experience Advisory Group so that local voices help shape delivery. Assist with the development and distribution of accessible, person-centred public health information and resources. Accurately record outreach, workshop attendance, referrals, resources distributed and participant feedback in conjunction with the Data & Impact Officer. Monitor activity and outcomes against agreed programme targets and contribute to learning and continuous improvement.

Key Duties	Work with local authority public health teams, Citizens Advice partners and voluntary and community organisations to strengthen local gambling harms prevention. Build partnerships with organisations that reach the programme's priority communities, including youth, cultural, faith, veterans, family and community networks. Participate in and support the Lived Experience Advisory Group to ensure community and lived experience voices influence programme development and delivery. Support local awareness campaigns and community communications using inclusive, non-stigmatising and person-centred language. Work flexibly across community venues, Citizens Advice offices and outreach locations within your designated area. Contribute to programme learning, evaluation and the development of effective approaches to preventing gambling-related harm.
Personal Specification	We are looking for people with strong transferable community engagement skills. Previous gambling harms experience is not essential; full specialist training will be provided. Essential Experience of community engagement, outreach, health promotion, education, advice or another relevant people-facing role. Experience of engaging groups or delivering presentations, workshops, training or community activities. Confident communication skills and the ability to engage people from a wide range of backgrounds. Ability to discuss sensitive issues in a respectful, person-centred and non-judgemental way. Ability to build positive working relationships with community organisations, professionals and partner agencies. Good organisation and time-management skills, with the ability to manage your own community-based workload. Comfortable using basic IT systems and accurately recording activity and outcomes. Able and willing to travel within the designated Berkshire or North Hampshire area.

	Desirable Experience or knowledge of gambling harms, public health, financial inclusion, debt, mental health, substance use, housing, social prescribing, community development or the advice sector. Experience of working with one or more of the programme's priority communities. Experience of partnership working with voluntary, statutory, local authority or public health organisations.
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