

Position Description

Title	Problem Gambling Counsellor / Community Educator
Business Unit	Financial Capability & Wellbeing
Location	593 Olive Street, Albury NSW 2640 (outreach to Wagga Wagga and Murrumbidgee)
Employment type	Maximum Term, Part-time (45.6 hours per fortnight / 0.6 EFT)
Reports to	Manager Financial Capability & Wellbeing

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Problem Gambling Counsellor / Community Educator provides a range of gambling counselling and support options to people experiencing difficulties arising from gambling, including individual gamblers, couples, their families and significant others. The primary role will be to provide high quality gambling counselling services. The role is also required to provide education and promotion for the broader community and professional development programs for other agencies.

This position will practice as a member of a multi-disciplinary team and plan, develop, implement and evaluate appropriate gambling counselling interventions and strategies of the service. All services will be delivered in accordance with the philosophy, aims, policies and procedures of the Responsible Gambling Fund and Uniting.

This is a position that may develop and change over time in order to continue to be responsive to the emerging service needs to the communities in the Murrumbidgee Region.

2. Scope

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Problem Gambling Counsellor / Community Educator

Budget:

nil

People:

nil

3. Relationships

Internal

- Programs Manager – Financial Capability & Wellbeing
- Other Financial Counsellors and Gambling Counsellors
- Administrative staff
- Other program management and staff

External

- Government and non-government agencies enabling seamless referral pathways in and out of the service.
 - Community groups
 - Gambling industry representatives
 - Gambling facilities staff
 - Office of Responsible Gambling
 - Uniting Church
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4. Key responsibility areas

Service delivery

- Assess problem gamblers, family members and significant others in the Murrumbidgee Region affected by problem gambling.
- Prepare gambling counselling interventions based on assessment and deliver and monitor those interventions.
- Establish and maintain links between the services and other key local service providers and community groups.
- Negotiate appropriate referrals and actively facilitate client access to appropriate agencies within the service sector.
- Manage and monitor individual case load / counselling targets as determined by the service.
- Promote the problem gambling / financial counselling service to the regional service networks.
- Lead the development and delivery of community education programs to the general public including working with the print media, radio and television networks.

Communication and documentation

- Maintain comprehensive, professional and up-to-date client records and ensure their safe custody, return and confidentiality at all times.
- Prepare and maintain appropriate statistical data.
- Provide reports to the manager and others as appropriate.
- Provide feedback to the manager regarding emerging client trends and perceived demand.
- Contribute to the development of a problem gambling knowledge base both for the service and the broader community.
- Completion of all client documentation in accordance with Uniting client files policy.

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- Regular communications and feedback to the manager and other members of management as required.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Performance indicators

- Evidence of contributing to service development, planning, monitoring and evaluation.
- Participation in the development, implementation and achievement of the services' accreditation and quality improvement activities.
- Evidence of participation in the development of policies and procedures.
- Completion of individual work plan on a three-monthly basis.
- Evidence of participation in internal and external research process tasks.
- Have an understanding of the Responsible Gambling Fund Code of Ethics and the Charter of Client Rights.

6. Person specification

Qualifications

- Diploma of Problem Gambling (minimum qualification) or Social Work / Psychology degree.

Experience

- Experience in the provision of gambling counselling to people with gambling problems.
- Demonstrated skills in assessing, planning, delivering and monitoring gambling counselling services to people with gambling problems.
- Knowledge of problem gambling behaviour and / or other addictive behaviours and the ability to work with people ambivalent about changing those behaviours.
- Ability in devising and delivering professional development and educational training sessions for professionals and / or community groups.
- Knowledge of the Murrumbidgee Region community sector and other relevant services.
- Experience working with cultural and linguistically diverse backgrounds.
- Ability to offer counselling in relevant community language additional to English.

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- Demonstrated excellent engagement and assessment skills.
- Well-developed skills in case management, liaison and developing referral networks.
- Understanding of and commitment to implementing both a social model of health and community development principles.
- Demonstrated commitment to work flexibly and responsibly to meet the needs of existing and emerging communities within the Murrumbidgee Region including but not limited to present populations.
- Demonstrated experience in dealing effectively with difficult / challenging client behaviours.
- Demonstrated record in developing innovative responses to service delivery.
- Excellent awareness skills, including demonstrated capacity to identify and implement improved work practises and behaviours.
- Well-developed interpersonal, verbal and written communication and negotiation skills.
- Excellent administrative and time management skills.
- Demonstrated ability to excel as a member of a multi-disciplinary team and work collaboratively to achieve the objectives of the problem gambling service model.
- Demonstrated capacity to work independently.
- Computer literacy, with experience in email, Microsoft Office and client database software.
- Current NSW driver license.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
- Mandatory and desirable qualifications and experience as above

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		