



Position Description

Gambling Counsellor

Community and Family Care
January 2018

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Gambling Counsellor

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Community and Family Care

Wesley Mission’s Community and Family Care teams build resilience and strengthen capacity in the local communities where we work. We will provide front line care to people (within NSW) who seek our services on voluntary basis. We will support people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All the Good We Can, By All the Means We Can, In All the Ways We Can,” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

The main areas in Community and Family Care are:

- Brighter Futures
- Family Centres
- Targeted Earlier Intervention
- Multicultural Programs
- Worksmart
- Youth Health
- Young Healthy Minds
- Youth Hope
- Financial and Gambling Services
- Emergency Relief
- Specialist Homelessness Services
- Mums and Kids Matter
- Getting it Together
- Assistance with Care and Housing
- ParentsNext
- Executive Management team



3. Overview of role

This position will be responsible for delivering therapeutic counselling support to individuals, families and significant others in order to assist in reducing the negative effects of problem gambling. In addition to face to face counselling, this position will also require the counsellor to raise community awareness of problem gambling issues and provide services through promotional and educational activities.

This position works in accordance with SCHADS 4 characteristics (attachment A)

4. Relationships

Reports to: Team Leader, gambling counselling

5. Major role responsibilities

5.1 Our clients

- Provide face to face counselling in line with the requirements of funding bodies
- Provide telephone crisis counselling as required, along with group counselling where appropriate
- Raise community awareness of problem gambling issues and provide services through promotional and educational activities.

5.1.1 Performance Measures

- achieve 90% client satisfaction
- achieve or exceed all targets
- evidence of the application of trauma informed care and practice
- evidence of application of current best practice in addiction counselling
- evidence that domestic violence and child protection screening is common practice
- evidence of priority target group accessing services are given priority access
- evidence of quality partnerships and increased cross referrals across sector
- evidence of quality partnerships and increased cross referrals within Wesley Mission

5.2 Our people

- complete Wesley Mission induction and orientation program and mandatory training
- attend and participate in regular support meetings and team meetings
- attend and participate in annual Employee Contribution & Development process
 - continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- commit to a continuing process of personal self-development, training and skills acquisition



- maintain current membership of the NSW Psychologist Registration Board (APS) or Psychotherapy & Counsellors Federation of Australia (PACFA) or Australian Counsellors Association (ACA)
- work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model
- ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- attend Life of the Mission events as advised by supervisor – there is an expectation that all staff will attend Wesley's Thanksgiving Service on the first Sunday in December
- be a part of creating a team culture of support and respect
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- regularly report to your supervisor on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings

5.2.1 Performance Measures

- successfully achieved induction and orientation and mandatory training
- attendance at Wesley Thanksgiving Service and other Life of the Mission events
- engaged with new practices, policies and procedures

5.3 Our operations

- ensure the reputation and integrity of Wesley Mission is maintained at all time
- contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services
- advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- contribute to evaluation and quality improvement of programs
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
- maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

5.3.1 Performance Measures

- regular reporting requirements are met
- % increase in the number of referrals received from other organisations
- Number of local network/interagency meetings attended
- achieved working knowledge of:



- funding specifications and guidelines
- Wesley Mission employee handbook
- relevant policy and procedures

5.4 Our financials

- commitment to proactively planning our programs at the beginning of the year to minimise over or underspends at the end of financial year
- Wesley resources are maintained and serviced as required
- commitment to retaining current funding through working within funding guidelines and providing a best practice service

5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- Evidence of proactive program planning and reduced over/underspend
- Current funding maintained

6. Professional responsibilities

- other activities to support the delivery of the Wesley Community and Family Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- ensure all data collection and reporting is timely and in line with funding body and organisational requirements
- practices within the guidelines described in Code of Conduct and Ethics and other Statutory requirements
- demonstrates an understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality



7. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience

Essential skills/knowledge

- relevant tertiary qualification and/or equivalent in counselling or psychology
- experience and training in addiction and/or gambling counselling
- experience in community education and/or community networking
- demonstrated skills & experience of a broad range of therapeutic approaches when working with individuals, couples and families.
- membership of professional association (i.e. APS, PACFA)
- demonstrate highly developed communication skills in written and oral situations, with supportive & positive attitude toward all persons for whom there is responsibility, accountability or care
- computer literacy
- excellent time management, multi-tasking and follow-up skills
- excellent verbal and written communication skills
- willingness to affirm Wesley Mission's vision, mission and values
- current NSW driver's license
- current working with children's check



Attachment A

Social and community services employee level 4

Characteristics of this level

- A person employed as a Social and community services employee level 4 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.
- General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.
- Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

Responsibilities

- To contribute to the operational objectives of the workplace, a position at this level may include some of the following: undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- identification of specific or desired performance outcomes;
- contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- provide administrative support of a complex nature to senior employees;
- exercise responsibility for various functions within a work area;
- provide assistance on grant applications including basic research or collection of data;
- undertake a wide range of activities associated with program activity or service delivery;
- develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;



- apply computer programming knowledge and skills in systems development, maintenance and implementation;
- provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;
- where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
 - liaise with other professionals at a technical/professional level;
 - discuss techniques, procedures and/or results with clients on straight forward matters;
 - lead a team within a specialised project;
 - provide a reference, research and/or technical information service;
 - carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods;
 - perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;
 - assist senior employees with the planning and co-ordination of a community program of a complex nature.

Requirements of the position

Skills, knowledge, experience, qualifications and/or training

- knowledge of statutory requirements relevant to work;
- knowledge of organisational programs, policies and activities;
- sound discipline knowledge gained through experience, training or education;
- knowledge of the role of the organisation and its structure and service;
- specialists require an understanding of the underlying principles in the discipline.

Prerequisites

- relevant four year degree with one years relevant experience;
- three year degree with two years of relevant experience;
- associate diploma with relevant experience;
- lesser formal qualifications with substantial years of relevant experience; or
- attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities,
- Employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level.
- Employees working as sole employees will commence at this level.

Organisational relationships

- works under general direction;
- supervises other staff and/or volunteers or works in a specialised field.

Extent of authority

- required to set outcomes within defined constraints;
- provides specialist technical advice;
- freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;
- solutions to problems generally found in precedents, guidelines or instructions;
- assistance usually available.