



Our Vision
People living well
Our Values

We care – We work together – We achieve – We learn – We innovate

Position Description

Name:		Date:	
Position Title:	Coordinator Gambler's Help		
Reporting to:	Program Manager Counselling and Support		
Direct Reports:	Gambler's Help Team members		
Budgetary Responsibilities	Assist the Program Manager Counselling and Support in developing and monitor all budgets and cost centres relevant to the Gambler's Help program		
Liases with Internally	Gateway Health staff members across all programs		
Liases with Externally	All relevant gaming venues in the program catchment area. Sector-relevant service delivery agencies, networks, peak bodies, and partners including but not limited to: the Victorian Responsible Gambling Foundation (VRGF); other Gambler's Help service providers in VIC and NSW; local councils; community health services; public health services; government agencies; and education and training institutions; and a range of community organisations.		
Position Context	<p>The purpose of this position is to coordinate the effective and efficient implementation of the Gambler's Help program of Gateway Health, in accordance with relevant service agreements and standards, primarily the most current Gambler's Help Program Guidelines from the VRGF. The overall aims of the Gambler's Help program are to:</p> <ul style="list-style-type: none"> • assist individuals, families and affected others to manage gambling harms • assist individuals to reduce or stabilise gambling behaviours • support individuals to maintain positive behaviour change post-treatment • raise awareness in the broader health and community sector in order that these professionals can identify and respond to gambling harm • raise awareness in the broader health and community services sector that gambling harm often co-occurs with other issues, such as mental health conditions, drug and alcohol use and family and relationship problems • build the capacity of gaming venues and staff to identify and respond to gambling harms • increase awareness and help-seeking across the range of Gambler's Help services, particularly with those vulnerable populations identified within the community • improve community knowledge of the potential harms and risks associated with gambling • take action at the local level to reinforce and/or support the implementation of campaigns and programs delivered on a state-wide basis. 		
Organisation Context	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (VIC).</p> <p>Our Vision: People living well Our Mission: Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health Our Values: We care – We work together – We achieve – We learn – We Innovate</p> <p>These five values reflect the way we interact with consumers, our approach to service delivery and how we look after each other. Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset. Services are delivered by over 350 staff at sites in</p>		

	<p>Wodonga, Wangaratta and Myrtleford in Victoria, and through outreach services provided across North East Victoria and Southern NSW. Gateway Health services include medical practices, allied health, refugee health and sexual health; health promotion; alcohol and other drug services including home-based withdrawal; chronic disease management; Indigenous programs; aged care services including assessment; NDIS services; counselling services, family violence, men's behaviour change, Gambler's Help; and mental health programs including headspace, youth services, young parenting and family support programs. Currently, Gateway Health also delivers bushfire recovery case management support to families affected by the 2019/2020 bushfires across six LGAs, and is working with these communities to help build sustainable food systems and community resilience.</p> <p>Review of Position Descriptions This position description will be reviewed annually, during annual appraisal, when the position becomes vacant, or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the child safe procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect • Maintain a client focus • Adopt a Continuous Quality Improvement approach • Work within legislative and compliance frameworks
<p>Best Practice <i>(Knowledge & application of skills required for this position. Knowledge & understanding of equipment, legislation, policies & procedures)</i></p>	
<p style="text-align: center;">Key Responsibilities</p> <ul style="list-style-type: none"> • Undertake service delivery (individual work or community work) in one or more of the following service domains of the Gambler's Help program: Therapeutic Counselling, Financial Counselling, Community Engagement, and Venue Support. • Undertake other tasks and projects with due care, skill, and discretion as directed by the Program Manager Counselling and Support. 	<p style="text-align: center;">Agreed Achievements</p> <ul style="list-style-type: none"> • Clients receive high-quality care towards desired outcomes through appropriate, skilled, and ethical practice of a wide range of clinical interventions • Relevant service delivery targets are met, in compliance with Gambler's Help Program Guidelines and service agreement requirements.
<p>Research, Leadership and Education <i>(Demonstrated experience and understanding of the need for continuation of personal & professional development)</i></p>	
<p style="text-align: center;">Key Responsibilities</p> <ul style="list-style-type: none"> • Continually develop both personally and professionally to meet the changing needs of your position, career and organisation. • Complete mandatory training as required by organisation and ensure that Program team mandatory training is completed. • Contribute to service development efforts for the translation of relevant research and policy into Gateway Health service delivery. • Participate in or support the effective implementation of student placements, research fellowships, and similar training initiatives. 	<p style="text-align: center;">Agreed Achievements</p> <ul style="list-style-type: none"> • Maintain professional development as required by the relevant professional body. • 100% compliance within all agency mandatory training. • The provision of evidence-based practice in line with funding requirements. • Individual professional development and self-care plans are carried out effectively. • Participating students, researchers, and others in research or educational placements report positive outcomes from their engagement with the agency.

Team, Culture Building and Communication <i>(Communication & interpersonal skills including leasing with internal & external stakeholders)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Under the direction of the Program Manager Counselling and Support, contribute to the design and implementation of program operational plans that achieve Gateway Health strategic and service plans. Address any issues of concern or non-performance in a timely manner. Develop and maintain professional and collaborative relationships with internal and external stakeholders. Participate regularly and productively in team meetings. Access appropriate clinical supervision and professional development opportunities. 	<ul style="list-style-type: none"> Study and apply new or adjusted procedures, workflows, standards, models of care, and policies, as well as their associated impacts. Individual behaviour is congruent with organisational values, behaviours and goals. Effective working relationships across Gateway Health are established and maintained. Conflicts amongst colleagues are resolved and managed respectfully.
Clinical and Administrative Systems <i>(Org processes, admin & documentation requirements, professionalism & timely reporting)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Ensure relevant clinical documentation is completed to required timeframes and standards of quality. Maintain proficiency in the use of Gateway Health software systems including clinical information management, human resource management and communications tools. Produce accurate and timely reports for internal and/or external purposes as required. 	<ul style="list-style-type: none"> Clinical documentation is prepared and completed in accordance with Gateway Health and VRGF policies, procedures, and standards as demonstrated by regular audits of client files. Internal and external reports and acquittals are completed up to standard and on time.
Quality, Safety and Compliance <i>(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Actively assess, manage and where possible mitigate workplace risk including OH&S, consumer related risk, reputation risk and personal risk. Contribute to an understanding within the Program Team of individual responsibility for consumer safety, quality and risk and adherence to the relevant policies, procedures and guidelines. Contribute to service improvement through the development, implementation and review of program processes and procedures. Ensure a safe working environment for yourself, your colleagues and members of the public. Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the Gateway Health workforce. Contribute to organisational quality and safety initiatives. 	<ul style="list-style-type: none"> Report risk to your Manager and relevant Gateway Health employees, and utilise current risk management tools and procedures available. Ensure policies, procedures and codes are complied with at all times. As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviour set. 100% completion of performance reviews. Completion of induction programs within set timeframes. Exhibit workplace practice, actions and behaviours in line with Gateway Health's Well-being Framework. Ensure work practices comply with Gateway Health's Continuous Quality Improvement principles. Positively embrace and adopt change as it occurs. Protect the rights, safety and wellbeing of children and provide a child-safe environment.

<ul style="list-style-type: none"> Comply with requirements of the service standards applicable to service delivery and other relevant standards, regulations and legislative requirements. 	
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Qualifications, Skills and Other Requirements

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> Demonstrated relevant experience and or relevant qualifications in Social Work, Community Development, Behavioural Sciences, Public Health or related fields, leadership and management, business, or Human Resources. Provide evidence of annual renewal of registration to practice (as required). 	<ul style="list-style-type: none"> Demonstrated evidence of ongoing professional development. Demonstrated evidence of ongoing regular clinical supervision.

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

- Demonstrated ability to behave in accordance to the Gateway Health Values of *We Care, We Work Together, We Achieve, We Learn, We Innovate*.
- Tertiary qualifications in Social Work, Community Development, Behavioural Sciences, Public Health or related fields, leadership and management, Business Administration, or Human Resources
- Demonstrated experience in project or program management, particularly in the context of harm reduction, community health, community services, or community development
- Demonstrated capacity to effectively function in a multidisciplinary team, ideally including cross-sector initiatives and partnerships with a wide range of professional organisations and stakeholders
- Demonstrated capacity to effectively manage relationships with a wide range of stakeholders, including but not limited to: funding bodies, gambling venues, government agencies, local governments, peak bodies, community organisations, and media
- Demonstrated capacity to develop and monitor project or program budgets
- Highly developed skills in report writing, record keeping, and other computer skills, including use of teleconferencing applications such as Zoom, Skype, Microsoft Teams, Healthdirect, and CoviU
- Experience in the use of consumer relationship management (CRM) software such as Salesforce or Tableau
- Excellent skills in engaging and working with teams to develop cohesive, strengths-based and supportive working environments
- Current Australian driver's licence or accepted international driver's licence

Desirable

- Bachelor's degree or higher in a relevant discipline or profession as described above
- Experience in applying different clinical procedures, tools, workflows, standards, and service models relevant to harm reduction practice or other healthcare settings
- Verbal and written proficiency in language/s other than English

Gateway Health is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, gender, gender identity or expression, sexual orientation, genetics, disability, age, or neurological status.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:

- Limited manual handling (pushing, pulling, lifting, holding, carrying)

- Sitting, standing, bending, reaching
- Computer work, data entry
- Use of personal protective equipment
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations may be required

Award and Conditions

- Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
- Social and Community Services Employee Level 5, dependent on qualifications and experience
- 0.9 negotiable to 1.0 FTE (34.2 to 38 hours/week)
- Ongoing role subject to funding
- Salary packaging as per agency policy
- Based in either Wodonga or Wangaratta with travel in Gateway Health catchment area expected

Performance Monitoring

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date	
Next Appraisal Date	

I acknowledge:

- That I will observe child-safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Employee Signature: _____ **Date:** _____

Print Name: _____