



Position Description

GambleAware Helpline Telephone Counsellor

August 2025

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Telephone 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:

- Targeted Earlier Intervention
- Young Healthy Minds
- Family Preservation
- ParentsNext
- Escaping Violence Payments
- Youth Outreach
- Financial counselling
- GambleAware counselling
- Emergency Relief
- Specialist Homelessness Services
- Mums and Kids Matter
- Carerfinders
- Executive Management team



3. Overview of program

Funded under the Office of Responsible Gambling, Wesley Mission has been contracted to deliver the NSW telehealth GambleAware helpline service. This service operates 24 hours a day, 7 days a week, 365 days per year.

As part of the NSW integrated GambleAware service model, the GambleAware helpline is designed to provide brief, solution focused, phone-based support to individuals and family members who are experiencing gambling harm, as well as providing clear pathways, support options and referrals to local providers, for those seeking ongoing assistance and treatment.

4. Relationships

Reports to: Regional Manager – GambleAware
Team Leader – GambleAware

Other: All Early intervention and Counselling staff
GambleAware local service providers
Call Centre Coordinator

5. Major role responsibilities

5.1 Our clients

- Provide brief, solution focused phone counselling in line with funding requirements
- Ensure collaboration with internal and external GambleAware providers
- Maintain a high level of client engagement
- Promote and encourage access to local GambleAware providers and self -help tools

5.1.1 Performance Measures

- Achieve 99% client satisfaction
- 80% of calls in shift answered within 30 seconds
- 70% of clients eligible are assessed using PGSI
- 80% of callers referred to a GambleAware provider (including self-help tools)
- 95% of callers receive a call back on the same shift if the original call goes to voicemail
- 100% of client interactions are recorded
- Funding and personal KPI's achieved

5.2 Our people

- Complete Wesley Mission induction and orientation program and mandatory training
- Attend and participate in regular support meetings, team meetings and debriefings
- Complete all GambleAware Helpline specific training
- Provide in shift and on call support when rostered to do so
- Ensure shift availability is up to date and manager notified immediately if changes occur
- Ensure notice is given in line with policy, should you be unable to attend rostered shift
- Attend and participate in an annual Employee Contribution and Development process



- Continue tracking achievement of goals, documenting your progress on the Employee Contribution and Development Template
- Commit to a continuing process of self-development, training and skills acquisition
- Maintain current membership of the NSW Psychologist Registration Board (APS) or Psychotherapy and Counsellors Federation of Australia (PACFA) or Australian Counsellors Association (ACA)
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- Attend Life of the Mission events as requested by supervisor
- Be a part of creating a team culture of support and respect
- Promote and ensure adherence to GambleAware brand
- Ensure all Human Resource (HR) policies 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 and Safety issues etc.
- Identify and recommend opportunities to increase team satisfaction and program performance

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
- 85% attendance at team meeting and supervision sessions
- 90% attendance monthly line support meetings, including probation meetings
- 100% shift attendance or appropriate notice given

5.3 **Our operations**

- Ensure compliance to all policies and procedures
- Ensure helpline calls are answered in line with contractual obligations
- Adhere to GambleAware provider (GAP) practices and protocols
- Ensure that all client feedback, complements and complaints, are recorded and processed in a prompt and timely manner in accordance with policy and procedure
- Ensure client data is accurate and captured in real time , for reporting
- Ensure compliance with GambleAware helpline service delivery and clinical delivery plan
- Ensure the reputation and integrity of Wesley Mission and GambleAware is maintained at all time
- Contribute to program performance monitoring through reporting systems leading to measurable accountability
- Advocate and communicate the Wesley Mission and GambleAware brand and key messaging strategy to stakeholders, ensuring brand compliance
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- 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
- 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
- 95% client files achieve compliance status during random file audits
- Evidence of adherence to brand and key messaging
- Evidence of working knowledge and compliance of:
 - funding specifications and guidelines
 - Wesley Mission employee handbook
 - relevant policy and procedures

5.4 Our financials

- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission.
- Support and participate in environmentally sustainable work practices
- Commitment to retaining current funding through working within funding guidelines and providing a best practice service

5.4.1 Performance Measures

- Allocated Wesley resources and equipment are well 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
- Displays unconditional positive regard during all workplace interactions
- Confident professional attitude with strong initiative
- Displays emotional maturity and resilience
- Dedication to developing strong working relationships
- Willingness to learn and accept feedback

Essential skills/knowledge

- Relevant tertiary qualification in counselling or psychology
- Minimum of 12 months counselling experience
- Willingness to work a rotating roster for a 24 hour, 365 day helpline. Specifically able to commit to shifts between the hours of 2pm-6.am.
- Membership of professional association (i.e APS, PACFA)
- Demonstrated skills and experience using brief, solution focused therapies
- Experience using electronic client management systems and databases
- Cultural competence and experience working alongside Culturally diverse and First Nations families
- Holds current working with children's check
- Fully vaccinated against COVID19

Desirable criteria

- Experience and training in addiction and/ or gambling counselling
- Experience in telephone assessment and counselling skills
- Experience using Translating interpretation services (TIS)



Vision, Values & Behaviours for Counselling services

(This is to be read in conjunction with the Wesley Mission Code of Conduct)

Vision: To be the best we can be in a harmonious workplace.

Values:

- **Relatedness:** People relating to each other as colleagues and co-workers; supporting each other and helping to get the job done. It is a measure of how well staff at all levels get on and relate to each other.
- **Autonomy:** Employees participating in decisions that affect the day-to-day business of the workplace and where possible, allow the employee to determine how they tackle the daily demands of their role.
- **Competence:** Staff being trained in their role to a high standard and given opportunities to improve, be it through training, mentoring or peer collaboration.

Behaviours Not Tolerated:

- **Harassment:** Offensive jokes or gestures based on race, religion, gender, or sexuality; mimicking someone's accent; displaying offensive material; unwelcome remarks or insinuations about a person's appearance or private life are all unacceptable.
- **Bullying:** Repeated unreasonable behaviour causing a risk to the health and safety of a worker. This includes, however, not limited to; insulting or offensive language, spreading misinformation or malicious rumours, offensive practical jokes that aim to mock or ridicule, or unreasonable exclusion from workplace activities.
- **Lateral Violence:** Name calling; bickering; fault finding; criticism; intimidation; malicious gossip; shouting; blaming; put downs; raised eye-brows; exclusion; whining; or making faces behind someone's back, are all unacceptable.

Behaviours We Expect:

- Behave with honesty and integrity.
- Punctuality (be on time for work) - start work on time & return from allocated breaks on time.
- Do not leave early unless authorised.
- Look after the cars and other Wesley property.
- Avoid participating in any form of gossip.
- Acknowledge and accept individual differences.
- Encourage and help each other.
- Work to maintain a harmonious and supportive team environment: smile and say hello, but it's okay to say you are in a bad mood and you need some space and respect.
- Work efficiently: don't distract others by taking too much of their time.
- Treat each other with respect.
- Be wary of cliques or factions forming.
- Clean up after yourself.
- Dress appropriately and professionally.



Attachment A

Social and community services employee level 5

Characteristics of the level

- A person employed as a Social and community services employee level 5 will work under general direction from senior employees. Employees undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals.
- Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- General features at this level indicate involvement in establishing organisation programs and procedures. Positions will include a range of work functions and
- may involve supervision. Work may span more than one discipline. In addition, employees at this level may be required to assist in the preparation of, or prepare the organisation's budget. Employees at this level will be required to provide expert advice to employees classified at a lower level and volunteers.
- Positions at this level demand the application of knowledge which is gained through qualifications and/or previous experience. In addition, employees will be required to set priorities and monitor work flows in their area of responsibility which may include establishing work programs in small organisations.
- Employees are required to set priorities, plan and organise their own work and that of lower classified staff and/or volunteers and establish the most appropriate operational methods for the organisation. In addition, interpersonal skills are required to gain the co-operation of clients and staff.
- Employees responsible for projects and/or functions will be required to establish outcomes to achieve organisation goals. Specialists may be required to provide multi-disciplinary advice.

Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- responsibility for a range of functions within the organisation requiring a high level of knowledge and skills;
- undertake responsibility for a moderately complex project, including planning, co-ordination, implementation and administration;
- undertake a minor phase of a broader or more complex professional assignment;
- assist with the preparation of or prepare organisation or program budgets in liaison with management;
- set priorities and monitor work flow in the areas of responsibility;
- provide expert advice to employees classified at lower levels and/or volunteers;
- exercise judgment and initiative where procedures are not clearly defined;
- understanding of all areas of computer operation to enable the provision of advice and assistance when non-standard procedures/processes are required;
- monitor and interpret legislation, regulations and other agreements relating to occupational health and safety, workers compensation and rehabilitation;
- undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas. May exercise responsibility for a specialised area of computing operation
- undertake publicity assignments within the framework of the organisation's publicity and promotions program. Such assignments would be of limited scope and complexity but would involve the co-ordination of facets of the total program including media liaison, design and layout of publications/displays and editing;



- operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee;
- undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
- plan, co-ordinate, implement and administer the activities and policies including preparation of budget;
- develop, plan and supervise the implementation of educational and/or developmental programs for clients;
- plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
- where the prime responsibility lies in professional services, employees at this level would undertake at least some of the following:
 - under general direction undertake a variety of tasks of a specialised and/or detailed nature;
 - exercise professional judgment within prescribed areas;
 - carry out planning, studies or research for particular projects including aspects of design, formulation of policy, implementation of procedures and presentation;
 - provide reports on progress of program activities including recommendations;
 - exercise a high level of interpersonal skills in dealing with the public and other organisations;
 - plan, develop and operate a community service organisation of a moderately complex nature.

Requirements of the position

Some or all of the following are needed to perform work at this level:

Skills, knowledge, experience, qualifications and/or training

- knowledge of organisational programs, policies and activities;
- sound discipline knowledge gained through experience;
- knowledge of the role of the organisation, its structure and services.

Prerequisites

- relevant degree with relevant experience;
- associate diploma with substantial experience;
- qualifications in more than one discipline;
- less formal qualifications with specialised skills sufficient to perform at this level; or
- attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.

Organisational relationships

- work under general direction;
- supervise other employees and/or volunteers.

Extent of authority

- exercise a degree of autonomy;
- control projects and/or programs;
- set outcomes for lower classified staff;
- establish priorities and monitor work flow in areas of responsibility;
- solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.