

GambleAware Team leader – Clinical Counselling Team

Harm Reduction and Counselling Services

June 2026 |

Agreement

|

Signed–Manager

|

Signed–Employee

|

Date

|

Date

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.

Overview and Purpose of Harm reduction and Counselling Services

The work of Harm Reduction and Counselling Services is inspired by Wesley Mission’s vision of a just, compassionate, and inclusive society where all people can thrive. It is guided by the organisation’s mission to demonstrate Christ’s love by serving people in need and informed by a strategic commitment to innovation, collaboration, and social impact.

Its work is inspired by the organisation’s vision, guided by its mission, informed by its strategy and underpinned by its values

Overview and Purpose of GambleAware Services

The GambleAware program exists to reduce Gambling harm across NSW by supporting individuals impacted by problem gambling as well as those who are at risk of developing problematic gambling behaviors. GambleAware is funded by the Responsible Gambling Fund, Wesley Mission is contracted to provide GambleAware Services Across the Region.

Our GambleAware Services exist to support prevention, Harm Reduction and Counselling Services to support individuals, families, and communities affected by gambling-related harm. The service recognises that gambling harm can have wide-ranging financial, emotional, relational, and mental health impacts, and that people experience these harms in different ways and at different stages of their lives.

Using a person-centred and non-judgemental approach, the service works alongside individuals to reduce immediate harms while supporting longer-term wellbeing, stability, and positive life changes. The service is inclusive and accessible, particularly for people who may experience stigma, isolation, or barriers to seeking help.

It achieves its purpose by delivering a stepped, multimodal free service to Individuals, families and communities, ensuring our clients are able to access services most appropriate to their needs. Our Services include:

- Therapeutic Counselling
- Financial Counselling
- Community engagement and education
- Peer- led lived experience support.
- Group Programs and Psychoeducation

Purpose of the Role

The purpose of the Team Leader role is to provide strong, visible, and values driven leadership that enables counsellors to deliver high-quality, safe and effective therapeutic support to individuals, families and others impacted by gambling harm. Central to this role is ensuring service delivery aligns with clinical standards, operational requirements, and commitment to compassionate client-centred care.

Working alongside the team, the Team Leader plays a critical role in real-time leadership—supporting counsellors in practice, monitoring performance, and ensuring adherence to scheduling, quality, and safeguarding standards. The role balances clinical sensitivity with operational accountability, ensuring that clients receive timely, consistent, and effective support while maintaining team wellbeing and service efficiency.

The Team Leader fosters a culture of strong relationships, collaboration, and trust, building a safe environment where counsellors feel supported, empowered, and accountable for their work. Through coaching, feedback, and day-to-day oversight, the Team Leader drives individual and team performance, promotes continual improvement, and supports the development of a diverse counselling workforce.

Ultimately, the Team Leader is responsible for overseeing day-to-day operations within the counselling service - leading by example, strengthening team capability, and ensuring GambleAware’s therapeutic services are delivered with empathy, professionalism and impact.

Relationships

Reports to:	Regional Manager
Direct reports:	Counsellors
Key relationships:	GambleAware Team, Finance, HR, Quality and Risk, Office of Responsible Gambling, Emergency Services, State Providers, Sector Partners, Training Providers, Community organisations
Leadership Framework Level:	Not applicable
Industrial instrument:	SCHADS AWARD - 6

Major Role Responsibilities

OUR CLIENTS

Our clients receive the services they need, in the places they need, at the times they need, in all the ways they need. We ensure that children, young people, families, individuals, and communities are supported, connected, and achieve positive change

- As a Team Leader provide visible, values-driven guidance that empowers counsellors to deliver safe, high-quality therapeutic support through strong relationships, collaboration, and clear performance accountability
- Ensure service delivery has evidence of standard monitoring in place to meet compliance and performance requirements of relevant governance regulations, industry codes associated with service accreditation and internal and external audits
- Role-model GambleAware values and professional behaviours in all interactions with staff and clients.
- Ensure high-quality, safe, and ethical counselling services are delivered in line with clinical frameworks, policies, and regulatory requirements.
- Monitor case work, client interactions, and documentation to ensure adherence to quality, safeguarding, and risk-management standards.
- Provide real-time guidance and escalation support for complex or high-risk client situations.
- Identify and address service delivery issues promptly to maintain client safety and service effectiveness.
- Drive individual and team performance against agreed KPIs, service targets, and quality benchmarks.
- Provide regular coaching, feedback, and reflective practice to support counsellor capability, confidence, and continuous improvement.
- Support professional development through mentoring, learning opportunities, and performance conversations.
- Address performance concerns constructively and in a timely manner, balancing accountability with support.
- Work collaboratively with peers, clinicians, and stakeholders to ensure consistent and integrated service delivery.
- Actively contribute to service reviews, quality improvement activities, and change initiatives.
- Communicate clearly and effectively, ensuring information flows between leadership and frontline staff
- Manage Clinical Risk and uphold trauma-informed, best practice service delivery
- Lead your teams to become part of the fabric of the NSW gambling harm minimisation strategy.
- Develop pathways and partnerships to continuously improve supported referrals, connections and sector capacity building within the local community and service system.
- Promote Wesley Mission's principle of joined up thinking and practice.
- Ensure Gamble Aware presence as needed at all local community/education-based events, i.e., youth week, NADIOC, white ribbon etc.
- Monitor, assess and review client progress and outcomes using appropriate tools and strategies
- Ensure holistic approach to client needs is adopted and referrals to wrap around supports take place

- Maintain the team maintains a high level of client engagement
- Ensure a culturally safe and appropriate environment
- Provide outreach support to reduce access to service barriers in line with our contractual requirements
- Ensure the development and delivery of psycho-educational and gambling-related group programs are being run as part of region community engagement and client need
- Participate in local community events and activities to support visibility of GambleAware and strengthen help-seeking pathways
- Hold a client case load if necessary and maintain accurate, timely case notes and documentation in accordance with Wesley Mission and funding guidelines
- Participate in clinical supervision, case reviews and multidisciplinary meetings to support safe, high-quality practice.

Performance Measures:

- The GambleAware Service achieve or exceed all funding targets and KPI's
- The Team Leader will be responsible for their team and region achieving 90% client satisfaction
- Ensure team maintains 80% client retention rate
- Ensure team has a 90% client complete pre and post assessments
- Ensure 85% of referrals become actively engaged clients
- Achieve or exceed KPI funding requirements
- Evidence of active participation in community awareness activities
- GambleAware achieves or exceeds all funding requirements, targets and KPI's

OUR PEOPLE

- Complete Wesley Mission induction and orientation program and mandatory training of all direct reports
- Overseeing probation reviews, early performance risk identification and structured onboarding beyond induction
- Manage performance concerns in line with HR processes, including documentation, improvement planning and timely escalation
- Monitor and manage team workloads, caseload distribution, and staffing capacity to ensure safe and sustainable service delivery
- Foster a psychologically safe environment that supports staff wellbeing, reflective practice and resilience
- Ensure consistent communication systems are in place so staff receive timely updates, operational guidance, and organisational information
 - Be a part of creating a team culture of support and respect
 - Invest in and value the staff in your care, provide coaching and mentoring opportunities for your direct reports
 - Provide accurate and timely monthly performance reports, that are aligned with key performance indicators, program service schedules, business plans and annual report
 - Conduct, attend and participate in regular support meetings and team meetings

- Facilitate and participate in case conferences, group supervision and clinical supervision
- Attend, participate and conduct annual Employee Contribution & Development process
- 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 our evidence informed practice model and processes
- Ensure all policies and procedures are understood and adhered to, seeking clarity with manager as required
- Attend Life of the Mission events as advised by your manager – there is an expectation that all staff will attend Wesley’s Thanksgiving Service on the first Sunday in December
- Promote and ensure adherence to Wesley Mission brand and the GambleAware Brand
- Regularly report to your manager 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

Performance Measures:

- Successfully achieved induction and orientation and mandatory training
- Attendance at Wesley Thanksgiving Service and other Life of the Mission events
- 90% staff retention
- 100% all staff / direct reports have completed induction and orientation
- 100% team engagement with new practices, policies and procedures
- 85% attendance scheduled group supervision and case reviews
- 90% attendance monthly team line support and team meetings
- Displays behaviours in line with Wesley Missions values and code of conduct

OUR OPERATIONS

- Ensure the reputation and integrity of Wesley Mission is maintained at all times.
- Ensure compliance to all policy and procedures
- Ensure compliance with GambleAware service delivery and Clinical delivery plan
- Promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.
- Maintain industry specific standards and ISO9000 standards as per Wesley Mission’s quality assurance policies
- Ensure client files are up to date and maintain correct and relevant information
- Ensure that all client case notes and community engagement activities are recorded in CRM, Digital Platform (or where appropriate).
- Ensure counsellors consistently meet all operational requirements, including adherence to documentation standards, timely completion of case notes, accurate use of CRM and digital platforms, and compliance with all service delivery processes and reporting expectations. Provide guidance, monitoring and corrective action where required to maintain high-quality, audit-ready practice

- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required by our funding body
- Oversee regular data collection, program evaluation and general administration for the casework team including monthly reporting against program performance measures
- Advocate and communicate the Wesley Mission and GambleAware 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
- Participate in service development review process. Key questions will include what did we do? How well did we do it? Is anyone better off? Did we add value? How can we improve our service?
- Conduct regular file reviews/ file readings and provide high quality feedback to assist with the growth and development of practice within the program
- contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- Embrace new developments and technological innovations including CRM, Digital platform and any relevant to Wesley Mission's work
- 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
- Exercise any other authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of agency expectations and standards at all times

Performance Measures:

- Evidence of adherence to brand and key messaging is compliant.
- Key relationships with direct reports and key stakeholders are functioning well.
- Regular reporting requirements are met, outcomes from continuous improvements, quality audits and file reviews demonstrate no major issue and recommendations are implemented.
- Number of local network/interagency meetings attended and KPI compliance
- Knowledge of funding specifications and guidelines
- 100% Compliance with contracts and reporting guidelines
- 100% monthly report submitted on time
- Compliance achieved during internal and external audits
- compliance with IS Data Security standards
- Direct reports achieve 95% client files achieve compliance status during random file audits
- Evidence of working knowledge and compliance of:
 - funding specifications and guidelines
 - Wesley Mission employee handbook
 - relevant policy and procedures

OUR FINANCIALS

- Keeping with the values of Wesley Mission.

- Demonstrate responsible stewardship of all resources and willingness to report impropriety.
- Support and participate in environmentally sustainable work practices and ensure Wesley resources are maintained and serviced as required.
- Support program to be delivered to budget and seek opportunities to minimise expenses wherever possible.
- Commit to retaining current funding through working within funding guidelines and providing a best practice service.
- Wesley resources are maintained and serviced as required.
- Support all projects to be delivered to budget and seek opportunities to minimise expense wherever possible
- Assist staff to implement environmentally positive work practices
- Work collaboratively with the Operations Manager and the Wesley Tender Team to prepare submissions for new approved business opportunities as required
- Provide advisory support as required on tendering opportunities ensuring the Service Development and Support team have all necessary information to write well researched submissions

Performance Measures

- Wesley resources are well maintained including vehicles and other equipment
- Evidence of proactive program planning in line with Budgets

Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- 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
- Undertake other reasonable responsibilities that contribute to team operations, service quality and organisational priorities, as required by the leadership and management team.
- Maintain all required memberships and checks required for your position and role
- Participate in 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
- Be aware of the need for privacy and confidentiality in all aspects of work and ensure that confidentiality is adhered to at all times with families and staff

Performance Measures:

- Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

Selection criteria

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

Demonstrated behaviours

- Conduct consistent with the organisations Code of Conduct
- Role model the organisations Vision, Mission and Values
- Value people through kindness, respect, care and support
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Demonstrate personal accountability, ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Fostering Trust through honesty, integrity, reliability and fairness while relating well to a range of people with sound listening and problem-solving skills
- Displays unconditional positive regard during all workplace interactions while contributing to a positive and highly engaged work environment
- Confident professional attitude with strong initiative
- Displays emotional maturity and resilience
- Passion for supporting vulnerable and in need individuals
- Dedication to developing strong relationships with local community
- Willingness to learn and accept feedback

Essential skills/knowledge

- Relevant tertiary qualifications and/or equivalent in counselling or psychology as well as proven record of ongoing professional development
- Proven team leadership skills including experience in supervision of staff, performance management and team development
- Demonstrated skills and experience of a broad range of therapeutic approaches when working with individuals, couples, families and youth
- Understanding and development in co-morbidities, addictions and/or gambling counselling
- Membership of professional association (i.e., APS, PACFA, ACA)

- Demonstrated ability to build relationships of trust and cooperation, problem solve and resolve conflict
- Child protection knowledge and experience
- Ability to work effectively with Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) organisations and communities
- Ability to work some evenings or Saturday
- Demonstrate highly developed communication skills in written and oral situations, with supportive & positive attitude toward all people for whom there is responsibility, accountability or care
- High level of computer literacy, ability to manage client-based systems and Microsoft suite
- Excellent time management, multi-tasking and follow-up skills
- Current NSW driver's license
- Current working with children's check
- Police checks and clearances

Desirable skills/knowledge

- Experience in Gambling Harm and addictions

Training and qualifications

- Relevant tertiary qualification and/or equivalent in counselling or psychology
- Demonstrate ongoing training and development to maintain professional development and registrations.

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.