

## GambleAware Lived Experience Peer Support & Community Engagement Worker

### Harm Reduction and Counselling Services

June 2026 |

#### Agreement

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Signed-Manager

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Signed-Employee

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## 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 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

Wesley Mission GambleAware program provides a stepped, multimodal, individualised approach to supporting clients impacted by gambling as well those at risk of developing harmful gambling related behaviours.

The peer support and community engagement role will have the opportunity in softening the edges of service delivery through non-clinical support, building confidence and hope and working alongside clients in their recovery journey.

The position is open to people who have a lived experience of gambling harm or who have been impacted by Gambling harm to best support clients in our service and community in their own personal recovery journey.

The Worker uses their lived experience to assist others in the recovery process; help navigate systems and services and provide emotional and growth support.

A core part of the GambleAware stepped care model, peer support will be used by clients at various stages of their help seeking, including those who are stepping into gambling harm supports as well as clients stepping down from clinical gambling harm supports. Some of these include:

- Building awareness of the risks associated with gambling
- Increase community capacity to identify warning signs of problematic gambling and their understanding of what support is available.
- Create soft entry pathways for individuals seeking further support through GambleAware.
- Support and facilitate a variety of activities such as groups, individual support and checking in whilst building positive relationships and connections and in line with scope.
- Support staff, events, activities and projects representing GambleAware
- Acting as ambassadors and collaborating with both internal and external stakeholders.
- Drive high quality and consistent practice within GambleAware service, in line with industry best practice standards, Wesley Mission policy and procedure and contractual obligations.

## Relationships

Reports to:	Designated Team Leader
Direct reports:	Not Applicable
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

## 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.

- Provide a non-clinical option as part of the stepped care model.
- Develop pathways and partnerships to continuously improve supported referrals, connections and sector capacity building within the local community and service system.
- Provide a step up to and down from supports.
- Build awareness of the risks associated with Gambling harm
- Increase awareness to people who show some warning signs of gambling harm and their understanding of the supports available.
- Create soft entry pathways for individuals seeking further support through GambleAware.
- Promote the services of GambleAware.
- Build safe, authentic, relationships to encourage, support and empower others on their recovery journey.
- Utilise your own lived experience and share parts of your story to role model your recovery.
- Share your experiences and strategies you used when seeking help and navigating support Systems.
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required.
- Identify and recommend opportunities to increase team satisfaction.
- Practice GambleAware peer support principles. To raise awareness of the indicators of problem gambling and gambling-related harm and improve collaboration between local services to achieve better cross referral pathways.
- Ensure Gamble Aware presence at all local community/education-based events, i.e., youth week, Domestic and Family Violence, Suicide prevention, NADIOC, white ribbon etc.
- Build strong connections with at risk communities in order provide information, advice, and referral, build capacity and invite conversation about the impacts and pathway into gambling harm.
- Participate/ lead in community-based awareness activities to reduce the stigma of talking about problem gambling and to provide information about the who, why, how related to at

risk and problem gambling, signs to look for and where to go for support and more information.

- Attend local inter-agencies to promote the service and build service capacity to ensure higher level of screening for problem gambling occurs.

#### Performance Measures:

- Provide non-clinical support options to clients.
- Client engagement.
- Clients report reduced barriers and or anxieties to accessing support.
- Comply with all reporting requirements as instructed
- The GambleAware program achieves or exceeds all funding targets and KPI's.
- Delivery of psychoeducational programs.
- Delivery of community advocate training.
- Evidence of active participation in community awareness activities
- Evidence of quality partnerships and increased cross referrals across sector
- Evidence of quality partnerships and increased cross referrals within Wesley Mission.

## OUR PEOPLE

### GambleAware Peer Support Principles

GambleAware peer support will be delivered on the foundation of valuing lived experience, the core place it holds in stepped care recovery models and the unique benefits it can bring to client's recovery journey. The following principles will underpin safe therapeutic peer to client relationships:

- **Purposeful disclosure** - Safe and appropriate peer disclosure to provide hope and direction for clients in relation to their own recovery, as well as role modelling purposeful disclosure for clients.
- **Recovery oriented practice** - Use of personal lived experience to role model recovery
- **Trauma informed practice** - Understanding the impact trauma can have on connections, how people see the world and how people can move forward in their recovery through reconnection.
- **Relationships based** - Building safe, authentic, therapeutic relationships to form connections with empathy, compassion, openness, curiosity, and interest in each client's story.
- **Making meaning** - Understanding the diversity of how people tell their story and how they make meaning of it
- **Self-care** - Role modelling self-care, demonstrating skills and resources to maintain their own health and wellbeing.

As part of the Team, you will be supported to:

- Work with the team to understand and deliver services that are consistent with recovery-oriented practice from a peer/lived experience perspective.
- Be a part of creating a team culture of support and respect.
- Identify and recommend opportunities to increase team satisfaction and program performance.
- Complete Wesley Mission induction and orientation program and mandatory training.
- Attend and participate in regular support meetings, team meetings and debriefings.

- Commit to a continuing process of self-development, training and skills development.
- Work collaboratively with other Wesley Mission staff, service providers and families.
- Participate in case conferences and case review meetings as required.
- Attend and participate in annual Employee Contribution & Development process
- 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
- Promote and ensure adherence to Wesley Mission brand and the GambleAware 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

#### 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
- 90% attendance line support and team meetings
- Display behaviours that are in line with Wesley Missions Values and Code of Conduct
- Actively engage in professional development and seeking out opportunities to learn and making time for learning and self-reflection.

#### OUR OPERATIONS

- Ensure client files are up to date and maintain correct and relevant information
- Ensure compliance with GambleAware service delivery and Clinical delivery plan
- 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.
- 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 policies and procedures to ensure clients’ journey and experience of accessing support is positive. This will be invaluable from a lived experience perspective.
- 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, Digital platform, reporting programs and any 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.
- Ensure all engagement activities are recorded using correct CRM categories and monthly reporting requirements, including outcomes, photos, emerging needs, risks, and partnership developments

- Contribute to evaluation and quality improvement of programs
- Contribute to ongoing reviews and provide insight and improvement in development of service models and practice bringing your unique lived experience perspective.
- Ensure that all client feedback, compliments 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
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- Ensure compliance to all policy and procedures

#### Performance Measures:

- Regular reporting requirements are met and data is accurate
- Meet individual KPI's
- 95% achieve compliance status during random file audits
- Evidence of adherence to brand compliance and key messaging
- Evidence of working knowledge and compliance of:
  - funding specifications and guidelines
  - Wesley Mission employee handbook
  - relevant policy and procedures

## OUR FINANCIALS

- Demonstrate responsible stewardship of all resources, and willingness to report impropriety.
- Keeping with the values and expectations of Wesley Mission.
- Commitment to proactively planning our programs at the beginning of the year to minimise over or underspend 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

#### Performance Measures

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

## 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.
- All members of the team participate in other activities to support the delivery of the GambleAware 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 attend worship services as encouraged by your supervisor

- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program
- 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 always maintained
- 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 understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality
- Maintain all required memberships and checks required for your position and role
- Undertake other reasonable responsibilities that contribute to team operations, service quality and organisational priorities, as required by the leadership and management team.
- Maintain confidentiality at all times.

#### 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
- 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

### Skills/knowledge

- A personal lived experience and recovery of gambling harm or Lived experience of gambling behaviors of a loved one.

- Willingness to share your experience in order to support and empower clients through their journey
- Experience and/or competency in developing and delivering community education and targeted group programs
- Proven ability to work with at risk and vulnerable communities
- Proven organizational skills, ability to prioritize workloads and meet deadlines and achieve KPI's
- Flexibility to work some evenings and occasional Saturdays
- Current NSW driver's license, current Working with Children Check
- National Criminal History Check (Police Check)

### **Desirable skills/knowledge**

- Experience in Gambling Harm and addictions in a community environment
- Demonstrated knowledge of the impact of trauma and addictive behaviors

### **Training and qualifications**

- Demonstrate ongoing training and development to maintain professional development and registrations.
- Certificate or Diploma in Community Services or Drug and Alcohol or willingness to obtain this

Reference to the following documentation:

- Vision, Values & Behaviours for Counselling Services
- Wesley Mission Code of Conduct
- Applicable Social and Community Services Employee level, characteristics and responsibilities of the level

### **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.