

GambleAware Intake and Triage Support Officer

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 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:

- Intake and Triage Support Officer
- 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 individuals impacted by gambling harm as well as those who are at risk of developing harmful gambling behaviours.

As part of an integrated service model, the role of the Intake and Triage Support Officer 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 for those seeking ongoing assistance, support and care.

The Intake and Triage Support Officer plays a crucial role in the initial stages of client engagement in service delivery. This position involves managing the intake process, including client registration, scheduling, data management, and initial assessment coordination. The role is essential in ensuring that clients are smoothly transitioned into our suite of GambleAware services, providing a welcoming and organized experience.

Relationships

Reports to:	Regional Manager
Direct reports:	Not Applicable
Key relationships:	GambleAware Team, GambleAware helpline staff, Harm reduction and counselling admin and support staff , Wesley Mission support services 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.

- Act as the first point of contact for clients, providing a warm, welcoming and culturally responsive experience
- Engage clients and families with empathy and sensitivity, clearly explaining services, rights and the intake process
- Respond to enquiries and provide accurate information about available services, supports and referral pathways
- Manage Client calls and provide appropriate cultural information and referrals
- Provide brief, solution focused phone counselling in line with funding requirements at point of contact (using Accidental Counselling Skills)
- Receive and review new client referrals and confirm eligibility
- Conduct mini-assessments and screening for all clients requesting a service, ensuring appropriate allocation and eligibility
- Identify and document risk factors, escalating concerns in accordance with organisational policies and clinical governance requirements
- Ensure informed consent and promote client directed decision making throughout the intake and assessment process
- Co-ordinate and book initial assessments or appointments, ensuring responsiveness to client needs, preferences and timelines
- Ensure and contribute to providing quality services to our clients, meeting our KPI's and requirements by providing appropriate assessments, scheduling appointments, supported referrals as necessary and providing information in an effective and timely manner.
- Facilitate communication between team and clients during the intake assessment and process
- Support Clients with immediate concerns and direct them to the appropriate resource or service
- Manage the client intake process, ensuring all required forms, documentation and consent records are completed accurately
- Responsible for scheduling and coordinating appointments to meet the needs of the client
- Work collaboratively with the GambleAware team to determine the most suitable service, level of care and initial treatment planning
- Oversee functional aspects of the Digital Platform (DP) relevant to intake and support the team in its use.
- Complete case notes and administration requirements required of the role and with our funding contracts
- Assist leadership and management with various projects and administrative duties as directed
- Assist with reporting requirements and contribute to continuous improvement of intake systems and processes

Performance Measures:

- Achieve 90% client satisfaction

- 90% client complete pre assessments
- 85% referrals become actively engaged clients
- All client interactions are recorded and documented in line with Best Practice Guidelines
- Evidence of the application of trauma informed care and practice
- Evidence that domestic violence and child protection screening is common practice
- Funding requirements, targets and KPI's are achieved
- Evidence of cross referral pathways to service delivery team
- All reporting is completed as per deadlines

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 case conferences, group supervision and clinical supervision
- Attend and participate in annual Employee Contribution & Development process
- Commit to a continuing process of personal self-development, training and skills acquisition
- Maintain relevant membership or eligibility of the NSW Psychologist Registration Board (APS) or Psychotherapy & Counsellors Federation of Australia (PACFA) or Australian Counsellors Association (ACA)
- Work with leadership team to consistently review our evidence informed practice model and processes
- 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 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
- 85% attendance scheduled group supervision and case reviews
- 90% attendance line support and team meetings

OUR OPERATIONS

- Ensure compliance to all policy and procedures
- 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 by Family and Community Services
- 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
- 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 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.

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

OUR FINANCIALS

- Keeping with the values of Wesley Mission
- 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

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.
- 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, 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
- 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.

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 in Community Services, Social work, Counselling or related field
- Demonstrated skills and experience using brief solution focused approaches when working with individuals, couples, families and youth
- Experience in assessments and intake processes
- Experience in assessing Risk and Safety of clients
- 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
- Willingness to affirm Wesley Mission's vision, mission and values
- Current NSW driver's license
- Current working with children's check
- Police checks and clearances

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Experience in Gambling Harm and addictions
- Understanding and development in co-morbidities, addictions and/or gambling counselling

Training and qualifications

- Relevant tertiary qualification and/or equivalent
- 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.