

Position Description

TEAM LEADER, Gamblers Help (Services)

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| Position Title: | Team Leader, Gamblers Help (Services) |
| Manager (reports to): | Program Manager Mental Health, Gamblers Help & AOD |
| Division: | Client Services |
| Program: | Mental Health, Gamblers Help & AOD |
| Primary Location: | 2A Gardeners Road, Bentleigh East, VIC 3165 |
| Other Location: | Additional sites as required |
| Classification (Grade/Level): | Level 6 |
| Enterprise Agreement or Award: | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 or its successor |

Better Health Network

Better Health Network (BHN) is a not-for-profit organisation providing integrated health and wellbeing services to people of all ages in communities across south-eastern Melbourne. We proudly provide a wide range of services to support healthy living, general wellbeing and social connection. These include specialist medical services, dental and allied health, nursing and counselling services, as well as aged care social supports and NDIS disability services. With the vision, *Your health, your choice, your way*, we exist to deliver accessible services that meet the needs of our communities and use our influence to create positive change.

The Integrated Mental Health and Alcohol & Other Drugs and Gamblers Service, provide a range of services to the communities of Southeast Melbourne. With a common service model, generalist integrated Mental Health, AOD and Gamblers help services include a strong focus on a trauma informed approach, peer supports, LLE workforce and harm minimisation integrating with therapeutic services. The Gambler’s Help is a critical service offering a range of supports to those impacted by gambling harm. Working with marginalised communities in BHN sites and community locations, services also partner internally and externally to ensure integrated care. In the context of State and Federal mental health reforms, ensuring successful implementation of Royal Commission recommendations and continually improving integration are key to this program.

Position Objective

The Team Leader, Gamblers Help (Services) provides operational leadership of staff within their designated program or service area, ensuring alignment with BHN’s vision, strategic objectives, and program deliverables. The team leader is responsible for guiding clinical practice support staff and strengthening service integration to reduce gambling related harm and improve wellbeing outcomes.

The Team Leader, Gamblers Help (Services) drives team performance, promotes a positive and accountable workplace culture, and ensures adherence to organisational policies, procedures, and service standards.

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Key (Professional) Responsibilities

- Ensure services are accessible, evidence based and aligned with harm minimisation principles.
- Support multidisciplinary teams to respond effectively to complex and sensitive presentations.
- Coordinate workload management, service demand and performance targets.
- Build and maintain partnerships with financial counselling, mental health and AOD and community services.
- Lead day-to-day operations of client-facing services, ensuring timely and high-quality service delivery that meets community needs.
- Support team members to manage caseloads, client records, and service delivery in line with BHN frameworks and values.
- Foster collaboration across teams and programs to ensure integrated, person-centred client experiences.
- Ensure staff are appropriately onboarded, understand their scope of practice, and are supported through supervision and access to relevant learning and development.
- Support staff development through coaching training and reflective practice.
- Work in collaboration with the Program Manager and senior leadership to communicate organisational priorities and ensure a shared understanding of values and vision
- Identify service gaps or client trends and provide input into service planning or improvement opportunities.
- Liaise with stakeholders, including referrers, and community partners to support continuity of care and service alignment.
- Contribute to reporting, data collection, and evaluation activities to monitor team outcomes and performance.

Organisational Responsibilities

Leadership:

- Lead and support staff in delivering program objectives aligned with BHN's Strategic Plan.
- Oversee the full employee lifecycle, including recruitment, onboarding, performance management, professional development, and workforce planning.
- Drive team performance and accountability, ensuring targets, funding requirements, and external stakeholder relationships are effectively managed.
- Maintain Team compliance ensuring adherence to relevant legislation, funding guidelines, service standards, and contractual obligations.

Occupational Health & Safety:

- Take an active role in monitoring team compliance with OHS policies by identifying and implementing improvements, ensuring safe work practices are in place, incidents are promptly reported, and risks are effectively managed.

Risk Management:

- Take an active role in the risk management process, including identifying and analysing risks, addressing deficiencies, and escalating issues as needed to ensure timely resolution

Quality:

- Implement and ensure adherence to accreditation standards relevant to your team and the organisation.
- Contribute to quality and accreditation self-assessments and support the application of agreed improvements to enhance performance.

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- Assist staff in understanding and applying new and updated policies and procedures, ensuring smooth integration into day-to-day operations.

Behavioural:

- All employees are expected to demonstrate behaviours and capabilities that align with our organisational values of Accountability, Collaboration, Respect, and Courage. These expectations are tailored to the level of responsibility associated with each role. The specific capabilities for this position can be found in BHN's Values Capability Matrix.
- Perform duties in accordance with BHN policies and procedures.
- Undertake On Call duties according to relevant enterprise agreement conditions as required.
- Undertake other duties as reasonably directed.

Working Relationships

Direct Reports:

- Venue Support Workers
- Financial Counsellors
- Community Engagement Officers

Internal working relationships include:

- General Manager Mental Health & Community Programs
- Program Manager MH Gamblers Help, and AOD
- Program Managers,
- Team Leaders – MH and community services,
- Business Partners (Finance, Quality, People & Culture)

External working relationships include:

- External agencies, (including community services)
- Families and or carers.
- Department of Health

Key Selection Criteria

Essential Qualifications

- Tertiary qualification in health, health management, social work or a related discipline and professional registration if relevant.

Essential Experience

- Experience leading and coordinating staff in a health or community setting.
- Proven ability to manage service delivery within funding and compliance frameworks.

Essential Skills and Attributes

- Strong interpersonal and leadership skills with the ability to motivate and guide teams.
- Sound decision-making, problem-solving, and organisational skills.
- Ability to build a positive team culture

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- Ability to build positive relationships with clients, staff, and external stakeholders.
- Commitment to person-centred, culturally safe, and trauma-informed practice.

Desirable Criteria

- Familiarity with client record and reporting systems.
 - Understanding of relevant sector legislation, standards, and compliance requirements.
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Inherent Requirements

BHN endeavours to provide a safe working environment for all staff. The below describes the critical inherent requirements associated with this job.

Physical

- Predominantly office-based; requires sustained screen and meeting time.
- Occasionally operating a motor vehicle (e.g. use of fleet cars). Moderate mobility to support frontline staff and attend site areas.

Cognitive

- Decision-making under pressure; situational awareness of risks.

Psychosocial

- Managing competing priorities and team wellbeing under operational stress.
 - Responsibility for monitoring work conditions and ensuring safety practices are followed.
 - Must report hazards, incidents, and follow safe work procedures (WHS duty of care).
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Compliance

Compliance Responsibilities:

It is the responsibility of both the Manager, and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes. It is the responsibility of both the Manager, in partnership with People and Culture, to ensure that probity checks remain compliant.

Probity checks must be completed as indicated

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|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> National Police Check [Mandatory]* | <input checked="" type="checkbox"/> Working with Children Check [Mandatory] |
| <input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory] | <input type="checkbox"/> NDIS Worker Screening Check |
| <input checked="" type="checkbox"/> Statutory Declaration General Statutory Declaration | <input type="checkbox"/> Aged Care Worker Banning Order Check |
| <input type="checkbox"/> Professional Registration Choose an item. | <input type="checkbox"/> First Aid Certificate |
| <input checked="" type="checkbox"/> Current full or probationary driver's licence | <input checked="" type="checkbox"/> Vaccination Requirement Category D |
| <input type="checkbox"/> Other: | <input type="checkbox"/> Other: |

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Please refer to the Credentiailling and Scope of Practice Policy for further information and the Immunisation Policy for details regarding immunisation categorisation, please note all Category A workers are required to be vaccinated annually for seasonal influenza. *International Police Check required if the person has lived in any other country for at least 12 months in the past 10 years.

Position Description Authorised by:

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|----------------------------------------|--|--------------|--|
| Position Title: | | | |
| Program/Team: | | | |
| PD Version Number: | | Date: | |
| People and Culture Review | | | |
| People & Culture Signature: | | Date: | |