

Position Description

Position Identification			
Position Title:	Venue Support Worker, Gambler’s Help		
HRIS Position Number:	Not applicable	Effective Date:	September 2026
Location:	Banyule, Nillumbik, Darebin, Whittlesea, Hume & Melton		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Holstep Health Enterprise Agreement 2024-2027 SACS Level 5		
Organisational Context			
Divisional:	Healthy Communities		
Reports to:	Senior Health Promotion Officer Team Leader Gambler’s Help and AOD Services		
Program:	Gamblers Help	Unit:	
Position Summary			
The Venue Support Program has a focus on supporting and encouraging responsible gambling practices and environments within the gaming industry, consistent with approved industry Codes of Conduct, informed by ministerial directions, including regulatory compliances and directives. The Venue Support Worker role includes delivery of training, supporting and assessing learners, regular meetings with venue management and staff, maintaining and building relationships with venues and their staff, and maintaining knowledge of relevant legislations, regulations and government policy.			
Position Accountabilities			
Responsibilities	- Deliver Responsible Service of Gaming Modules 2 & 4 - Develop the skills, knowledge and confidence of venue staff to identify and respond to signs of gambling harm - Collaboration and partnership with gaming venues across the North and Northwestern catchments - Raise venue staff awareness of Gambler’s Help services, self-exclusion programs and other support services in order to support their role in assisting patrons to access services - Promote best practice approaches, support gambling harm reduction and encourage continuous improvement - Facilitation and delivery of training, information sessions, service promotion activities and other initiatives that achieve program objectives - Venue support may also work collaboratively to support delivery of local Gambler’s Help services across community education (including the sporting clubs and schools’ programs) therapeutic counselling and / or financial counselling - Participate and contribute to agency and program level service planning - Meet all KPIs as set by the Department of Health - Provide support to the Senior Health Promotion Officer		

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Safety and Risk	Occupational Health & Safety (OHS) - All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with OHS Frameworks. - The incumbent must champion continuous improvement of OHS practices. Physical Inherent Requirements (PIR) - Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions - Incorporates computer-based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes - Sound upper limb joints, with the ability to withstand repetitive upper limb activity - May be required to occasionally lift and carry items weighing up to 10kgs - May need to work from home and deliver telehealth (video and telephone) and deliver outreach services - Extensive travel - After hours work - Extensive work within Electronic Gaming Machine Venues Quality & Risk - Assessing, monitoring and reviewing emerging risks - Identify and analyse risk against the corporate risk appetite – understand where major areas of risk exist and ensure level of acceptable risk exposure according to corporate risk appetite - Supporting risk management framework across Holstep Health - Understand and implement accreditation standards that apply to team and organisation - Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements - Assist with the development, review and implementation of policies and procedures and support staff to understand and apply them. <i>Holstep Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the LGBTIQA+ community and those living with a disability to join our workforce.</i>
Capabilities	All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Holstep Health's Capability Matrix.
Key selection criteria	
Essential	- Collaboration and partnership with gaming venues across the North and North Western catchments - Develop the skills, knowledge and confidence of venue staff to identify and respond to signs of gambling harm - Raise venue staff awareness of Gambler's Help services, self exclusion programs and other support services in order to support their role in assisting patrons to access services - Promote best practice approaches, support gambling harm reduction and encourage continuous improvement

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Desirable	• Previous training/facilitation experience/qualifications • Knowledge of best practice in Responsible Service of Gaming • Knowledge of gambling harm and related concepts (e.g. harm minimisation, public health approaches) • Understanding of and adaptability to different learning styles • Understanding of or previous experience in, the gaming industry and the operation of venues
Checks, Licences and Registration	• Certificate IV Training and Assessment • National Police check • Evidence of rights to work within Australia • Working with Children check • Current full or probationary drivers licence • Immunisation Category B