

## Mission Australia – Gambling Counsellor

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration Collaboration
Goal:	To reduce homelessness and strengthen communities.

### Position Details:

Position Title:	Gambling Counsellor Southern NSW – Gamble Aware
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	To provide specialist counselling and support to people 16 years and above whose lives are impacted by problems relating to gambling harm via face to face, telephone and online modalities including other media as required. Provide gambling specialist information and support regarding therapeutic interventions, strategies and counselling to Individuals, Couples, Families and Groups.

### Position Requirements (What are the key activities for the role?)

Key Result Area 1	Supporting Participants
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>Respond to referrals in a timely manner</li> <li>Provide an integrated framework of complimentary programs that holistically support communities, individuals and families. Through individual, couple &amp; group counselling intervention to clients</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>All referrals are processed within 3 days unless otherwise negotiated.</li> <li>Face to face, telephone and online counselling sessions are conducted at an average of 4 x sessions/day</li> <li>All clients have an individual intervention treatment plan developed in a style</li> </ul>

using face to face, telephone and online modalities.

- Develop, implement and review culturally appropriate individualised intervention plans for each client addressing presenting issues, adhering to the Treatment and Intervention Planning Framework.
- Provide counselling, early intervention and education.
- Provide counselling service as per the programs counselling framework and treatment model, intake and assessment procedures.
- Provide After-Hour counselling appointments to clients via face to face, telephone and online modalities (when required).
- Develop and/or conduct and facilitate group support and treatment programs to meet the needs of the service, clients and the local community
- Develop and support an environment conducive to effective counselling and client support.
- Arrange appropriate referrals for clients within the service or to other services as required.
- Maintain staff and client confidentiality at all times
- Provide identified clients with a referral to MA's Counselling Psychological Pathway and/or external mental health service/organisation or provider to address identified or suspected client mental health co-morbidity.
- Develop caring, supportive and professional relationships with clients.
- Develop quality and effective working relationships with a range of stakeholders including community organisations, rehabilitation providers and other allied health professionals to allow for the effective provision of support and information to clients

appropriate to their needs. Adhering to the Treatment and Intervention Planning Framework.

- Support is provided for clients in accordance with the funding body service specifications (L &G) with positive results and quality outcomes measured using assessment protocols (client pre-post assessments, client goals, and client surveys).
- Client Interventions are evidence based.
- Counselling framework and treatment model is adhered to and documented in client files.
- After-Hour counselling appointments are conducted as per service need, adhering to WHS via face to face, telephone and online modalities (as required).
- Group workshops and treatment programs are conducted with a professional and structured approach, with quality outcomes for clients involved, captured using outcome measurement tools.
- Appropriate referrals are provided to clients within the service including MA's Counselling Psychological Pathway or using outside mental health or allied services where needed and recorded in MACSIMS.
- An electronic stakeholder/referral database is developed and maintained regularly (managed on Sharepoint).
- Professional and supportive relationships are forged with clients in all situations, maintaining clear boundaries and adhering to ethical conduct.
- Influential and quality relationships are created with external bodies for the development and sustainability of the service and advancement of the needs of our clients. Through active regular participation in local, relevant, interagency meetings and activities.

<ul style="list-style-type: none"> <li>• Provision of outreach service where this is a contractual requirement.</li> <li>• Maintain a case load as agreed with the Program Manager</li> <li>• Deliver programs that are designed to improve the knowledge, skills and wellbeing of people to bring about social, emotional and cultural wellbeing for the whole community.</li> </ul>	<ul style="list-style-type: none"> <li>• All communication to other agencies is professional at all times.</li> <li>• Outreach is provided in a safe and positive environment that provides clients who may be isolated with access to our service.</li> <li>• A client load of 10-14 clients is maintained depending on the level of support &amp; treatment that is required for each client.</li> </ul>
<b>Key Result Area 2</b>	<b>Compliance/Program Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements including client confidentiality, duty of care and WHS.  Maintain up to date, non-judgmental, objective, factual and complete client files, session notes and client reports in MA Connect</li> <li>• Ensure funder and database is maintained  Participate in all required professional assessment and development programs to ensure required professional standing is upheld.  Maintain Professional Registration</li> <li>• Undertake special projects as agreed with the Program Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• All relevant internal and external policies and adhered to at all times.</li> <li>• Session notes and client files meet MA policy guidelines are up to date and complete at all times, with successful MACSIMS audits in all cases.</li> <li>• RGF Database is maintained and up to date</li> <li>• Professional memberships are maintained and all relevant professional development activities are completed.</li> <li>• Professional Registration is maintained up to date where it is necessary to practice and copies provided to management.</li> <li>• Additional projects are completed within negotiated time frames.</li> </ul>
<b>Key Result Area 3</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Provide accurate and timely reports to management on activities and client progress (as required).</li> <li>• Maintain relevant statistics to provide an overview of client activity within the service – MA Connect, Client Data Set (CDS) and L &amp; G Database).</li> <li>• Document clear and concise records including data collection, statistics and outcomes.</li> <li>• Contribute to team development activities, performance initiatives and</li> </ul>	<ul style="list-style-type: none"> <li>• Reports are produced accurately and on time in all cases.</li> <li>• Statistics are maintained accurately and reviewed as necessary.</li> <li>• Input is made to all required development and performance initiatives.</li> <li>• Administrative tasks are completed thoroughly, correctly and on time with successful audits in all cases.</li> </ul>

<p>service development activities as required.</p> <ul style="list-style-type: none"> <li>• Complete a range of administrative tasks required for effective case/client management and the efficient running of the service.</li> <li>• Manage and administer a number of tasks in a coordinated, efficient and timely manner.  </li> </ul>	<ul style="list-style-type: none"> <li>• Daily tasks are completed efficiently and in a timeframe as agreed with the Program Manager.</li> <li>• Daily tasks are completed efficiently and in a timeframe as agreed with the Program Manager.  </li> </ul>
<b>Key Result Area 4</b>	<b>Community Network Liaison</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Support our Community Coordinators to provide a range of community education workshops &amp; activities as per regional engagement plan</li> <li>• Work with partner research agencies to collect information and contribute to the evidence on effective interventions for problem gamblers</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• The community is provided with a range of activities and workshops aimed at increasing awareness of problem gambling throughout the year.</li> <li>• Relevant activities are attended and participation levels are high (e.g. NAIDOC, RGAW, Mental Health Month, etc).</li> </ul>
<b>Key Result Area 5</b>	<b>Professional Development</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Participate in continuing professional development to maintain, enhance skills and knowledge. Implement ongoing personal and professional development strategies and plans to improve job performance and work relationships.</li> <li>• Participate in annual performance reviews – identification of training needs and career goal setting.  </li> </ul>	<ul style="list-style-type: none"> <li>• Staff member takes advantage of training available to them and/or external training opportunities and participates in further training identified by self and Program Manager.</li> <li>• Performance review is completed with active staff involvement</li> <li>• Participates in clinical supervision  </li> </ul>

## Work Health and Safety

Everyone is responsible for safety and must maintain:

A safe working environment for themselves and others in the workplace

- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

## Purpose and Values

- Actively support Mission Australia's purpose and values
- Positively and constructively represent our organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.)
- To help ensure the health, safety and welfare of self and others working in the business
- Follow reasonable directions given by the company in relation to Work Health and Safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan
- Work in a way which is non-judgemental, compassionate, patient and empathic, and demonstrate belief in people's ability to recover.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Tertiary qualification in Psychology, Counselling or similar
- Diploma in Problem Gambling Counselling or willingness to undertake
- Proven skills and experience in working effectively with a range of people and communities
- Demonstrated experience in therapeutic counselling, assessment & case planning in the provision of individual, couples, family and group counselling and group workshops (face to face, phone and online modalities)
- A broad understanding of both the issues faced by problem gamblers and their families
- Current membership of a relevant peak professional body or association or willingness to obtain
- Highly develop computer skills that include Microsoft Office products and database reporting/client management systems
- A valid and current driver's license

## Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input checked="" type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>



## Approval

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**Manager name**

**Approval date**

Lauren Noble