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| **Job Title** | **Gambling Counsellor –Aboriginal Specific - CSW level 4** |
| Responsible to | Program Manager |
| Responsible for | Providing Gambling Counselling services to clients of Mission Australia |
| Founding Purpose | “This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.  |
| Vision | *Pathways for life* Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life. |
| Organizations’ Core Values: | Compassion Integrity Respect Perseverance Celebration |
| Organisation Mission | Walking alongside those in need, we help people discover:* Pathways to strong families and healthy, happy children
* Pathways through a successful youth
* Pathways away from homelessness
* Pathways for life and work ready skills
* Pathways to sustainable employment
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| Position Purpose | Provide gambling counselling to individual Aboriginal clients and families with gambling problems via face to face, telephone and other media supports as required. Providing gambling specialist information and support regarding interventions, strategies and counselling. The program also offers community education and support. |
| Key Challenges | The ability to provide a tailored response to clients from varied backgrounds and levels of disadvantage including clients with challenging secondary issues. In addition supporting others within the organisation to meet the needs of clients and produce effective and long term solutions to gambling issues. The provision of such support will require liaison with geographically dispersed services and as such will occasionally require travel. |
| Key Results Area | * Client Support
* Compliance
* Administration
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1. **Organization Chart (What are the key reporting relationships for the role?)**

 Program Manager
 Gambling Counsellor – CSW Level 4

1. Job Requirement (What are the key activities for the role?)

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| **Key Result Area 1** | **Client Support** |
| **Key Tasks** | **Job Holder is successful when**  |
| • Provide individual counselling to Aboriginal clients both over the phone and face to face and after hours if required • Develop and facilitate group support workshops to meet the needs of the service, clients and the local Aboriginal communities.• Develop and support an environment conducive to effective counselling and client support.• Arrange appropriate referrals for clients to other services as required• Develop caring, supportive and professional relationships with clients• Develop quality relationships with a range of key stakeholders including community organisations, rehabilitation providers and other health professionals to allow for the effective provision of support and information to clients• Work with Aboriginal communities within the specified region to increase community awareness of gambling and to network with community members and local services | • Support is provided for Aboriginal clients in accordance with the RGF service specifications, with positive results and quality outcomes• Group workshops are conducted with a professional and well structured approach, with quality outcomes for clients involved• Appropriate referrals to other services are made for clients where needed• Professional and supportive relationships are forged with clients in all situations• Influential relationships are created with external bodies for the development of the service and advancement of needs of our clients• All areas within the region will know about the services offered and how they can access support. |
| **Key Result Area 2** | **Compliance**  |
| **Key Tasks** | **Job Holder is successful when**  |
| • Adhere to all relevant internal and external policy and procedures, statutory and contractual requirements within Mission Australia including WHS & CQI • Maintain up to date, professional client files, case notes and reports through Mission Australia’s case management system, MACSIMS and other required data systems• Participate in all required professional assessment and development programs to ensure required professional standing is upheld• Regular supervision is attended with Program Manager • Ensure all relevant meetings, forums etc are attended | * All relevant internal and external policy is adhered to at all times
* Case notes and client files are up to date and complete at all times, with successful audits in all cases
* Professional standing is upheld and all relevant development activities are completed
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| **Key Result Area 3** | **Administration** |
| **Key Tasks** | **Job Holder is successful when**  |
| • Provide accurate and timely reports to management on activities and client progress as required• Maintain relevant statistics to provide an overview of client activity within the service• Contribute to team development activities including site meetings, performance initiatives, promotional opportunities and service development activities as required• Complete a range of administration tasks required for effective case management and the efficient running of the service• Any reasonable request from Program Manager/Area Manager is adhered to. | • Reports are produced accurately and on time in all cases• Statistics are maintained accurately and reviewed as necessary• Input is made to all required development and performance initiatives• Administration tasks are completed thoroughly, correctly and on time with successful audits in all cases |

1. **Purpose and Values Requirements**

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| **Core Area Responsibility** | **Purpose and Values** |
| **Key Tasks** |
| • 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.);• Maintain a safe working environment for yourself and others in the workplace;• Ensure required 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;• Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;• Actively support Mission Australia’s Reconciliation Action Plan.• Follow all reasonable requests and direction by Management |

1. **Recruitment information**

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| **Competencies** |
| * Relationship Management
* Organisational Awareness
* Client Focus
* Results Orientation
* Communication and Influence
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| **Experience and Qualifications** |
| * Relevant Counselling Qualifications
* Relevant experience working with Aboriginal communities
* Awareness of gambling counselling therapeutic interventions and strategies
* Experience in the provision of individual counselling and group workshops
* Efficient in computer operations as well as verbal and written communication
* A valid and current drivers’ license
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1. **Approval**

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| Manager’s Name:  |  |
| Approval Date: |  |