

Location/s	Various venues
Reporting to	Team Leader
Direct Reports	Nil
Level	Band 3
Date Updated	July 2020

About the Role

To provide high standard of gambling counselling to individuals, couples, and families, and to promote greater public awareness about the social issues associated with problem gambling through the provision of information to specific target groups and the community.

Key Responsibilities

Gambling Help Service Counselling Responsibilities	<ul style="list-style-type: none"> • Provide empathetic and non-judgmental counselling that affirms strengths and encourages clients' self-efficacy to make positive changes to their gambling behaviour. • Provide therapeutic counselling to reduce the impact and severity of those affected by problem gambling and their friends and family, and to enhance their personal wellbeing. • Employ an integration of contemporary theoretical and evidence-based approaches to inform counselling treatment for individuals and/or significant others, including family members and friends, who have been adversely affected by gambling. • Operate within a client-centred practice which will support clients to work towards individual gambling change goals. • Use a client outcomes focussed framework with an evidence-based program logic and outcomes assessment tools. • When required provide information, advice, and referral to those affected by gambling. • Develop and provide therapeutic group workshop activities to target audience.
Gambling Help Services Community Education and Engagement Responsibilities	<ul style="list-style-type: none"> • Work within a harm minimisation framework to promote greater public awareness of the social issues associated with problem gambling. • Provide primary community education interventions, such as the provision of information, to raise awareness about the impacts of gambling and the promotion of responsible gambling practices. • Provide secondary community education responses aimed to enhance capacity within the Queensland human services system and the gaming industry through the provision of information, education, and workshops about how to identify and respond to problem gambling in the community. • Build partnerships with key RAQ GHS stakeholders, including the community, government, and gaming industry, to actively facilitate the engagement and referral to RAQ GHS services and ensure clear referral pathways for people accessing RAQ gambling help services. • Work with the Program Manager responsible for GHS and the Team Leader to identify key RAQ GHS stakeholders, target audiences and strategies in the development of GHS Community Education/Engagement and

Gambling Help Services Community Education and Engagement Responsibilities cont'd	<p>Communications Plans, and ensure plans are consistent with RAQ's statewide approach.</p> <ul style="list-style-type: none"> • Monitor and maintain GHS Community Education/Engagement and Communication Plans and adjust as required in consultation with the Program Manager and Team Leader. • Work with local media in service area locations to strengthen relationships, distribute RAQ endorsed media materials and respond to media requests (as directed) to promote greater public awareness about problem gambling. • Maintain and record data as required by the Funding body.
Duty of Care and Legislative Requirements	<ul style="list-style-type: none"> • Maintain confidentiality and duty of care, including identification and assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors; and take appropriate steps as required by organisational policy and procedure. • Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.
File and Diary Management	<ul style="list-style-type: none"> • Maintain client files, case notes and risk management documentation as per organisational policy and procedure. • Maintain the client information system to enable effective and informed client bookings.
Supervision and Professional Development	<ul style="list-style-type: none"> • Demonstrate ongoing commitment to and participation in regular internal clinical supervision and professional development as per organisational policy and procedure. • Be receptive to feedback and apply reflective practice.
Administration and Planning	<ul style="list-style-type: none"> • Where directed, assist with the provision of administrative and general office duties. • Contribute to operational planning as requested by the reporting manager.
Organisational Responsibilities	<ul style="list-style-type: none"> • Adhere to all organisational policies, procedures, standards, and practices. • Act only in ways that advance RAQ objectives, values, and reputation. • Other duties, consistent with skills and experience, as directed by the reporting manager.

Core Competencies

Business Savvy	Applies knowledge of the business and the industry to advance the organisation's goals.
Accountability	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.
Collaborative Relationships	Builds collaborative and constructive working relationships, working as a team to achieve goals.
Diversity & Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences and commits to challenging attendant social inequities.
Innovation & Continuous Improvement	Applies knowledge, experience and ideas to develop new and better ways of working, adapts to change and maintains resilience.
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> • Relevant Undergraduate qualification in Behavioural Science, Psychology, Counselling or Social Work. 	<ul style="list-style-type: none"> • Postgraduate Qualification in Behavioural Science.
Experience	<ul style="list-style-type: none"> • Experience working therapeutically with addiction, specifically gambling, in a variety of settings, for example individuals, couples, families, and groups. • Previous clinical experience in managing high volume, complex caseloads. • Demonstrated ability to develop and deliver education and awareness programs, as well as an understanding of theoretical frameworks and models of adult education and community development. • Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal & Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders, and sexualities). 	<ul style="list-style-type: none"> • Experience working with clients in crisis situations. • Experience working with clients who are separating or at risk of separation. • Experience working with client outcomes frameworks and outcomes assessment tools.
Knowledge	<ul style="list-style-type: none"> • Knowledge and application of current and relevant legislation and regulations relating to relationships counselling. • Theoretical knowledge for working therapeutically with addiction, specifically gambling, in a variety of settings, for example individuals, couples, families, and groups. 	
Skills	<ul style="list-style-type: none"> • Competent in computer use (Microsoft Office, email, web-based programs and have the ability to learn new programs and applications). • Highly developed interpersonal and communication skills, both written and verbal. • Effective time management, prioritisation and organisation skills. 	

It should be noted that Position Descriptions are under constant review and may be changed at any time.