

Charity Housie Worker Position Description



Position title	Charity Housie Worker
Department	Fundraising and Partnerships – Charity Housie
Reporting Manager	Executive Manager, Clubs
Supervisor	Area Manager
Direct Reports	n/a
Date prepared	9 November 2023

Position Summary

The Charity Housie worker is responsible for leading and facilitating a game of Charity Housie, and creating an entertaining and engaging atmosphere for Partner Club patrons. This role works under the direction of the Area Managers, and operates within the governing regulations of the State.

Responsibilities and Duties

- Setting up for sessions including loading and unloading materials and preparing these materials and raffle tickets to be used in Charity Housie/Club Bingo sessions.
- Hosting our Charity Housie sessions. This includes, selling tickets, paying winners, and finalising the session including recording session details.
- Calling sessions with a pleasant, clear, and articulate voice using a microphone.
- Providing assistance to customers including supporting them in playing Charity Housie/Club Bingo.
- Interacting positively and courteously with Club Patrons, Club Staff, and your work colleagues.
- Maintaining up-to-date knowledge of our weekly sessions, Housie rules and procedures, Club rules and compliance regulations and requirements.
- Completing documentation and computer entries.
- Cleaning up and packing away after sessions.
- Completing stocktakes as required.
- Reporting back to Area Manager with information relevant to the session (i.e. low stock, Club information from staff, patron feedback, etc.)
- Providing information/resources on Learning Links Services as required and when asked questions by customers.

Support Office

Suite 3, Level 1, 140 Bourke Rd
Alexandria NSW 2015
Ph: 1300 003 900

learninglinks.org.au

ABN 71 097 577 636

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Key Performance Indicators

- Positive feedback from Clubs.
- Positive feedback from patrons.
- Knowing and advocating session promotions.
- Ensuring the Club you are in displays current promotional material.
- Session computer entries to be entered within 12 hours of the completion of a session (preferably at the session).
- Driving session sales to meet targets.
- Physical session paperwork to be submitted within 4 weeks of a session.
- Where relevant, banking to be banked ASAP (must be within 2 weeks of a session).
- \$0 surplus/shortage reported at each session.
- Reaching session targets including return to player percentage.

Relationships

- Clients / Patrons
- Club staff
- Leadership team
- General Managers
- External suppliers (BSG, Bingo Australia)
- Other departments internally – Customer Care, Marketing, Fundraising, Finance, People and Culture, IT and Quality Risk and Compliance

Qualifications, Skills and Experience

- A bright and confident personality with exceptional customer service skills
- Excellent interpersonal and team collaboration skills
- Previous microphone experience
- Self-motivated and takes initiative
- Ability to work a flexible roster including days, nights, weekends and split shifts
- Current driver's licence and access to a comprehensively insured vehicle
- Experience in a Club environment.
- Experience working in a fast-paced environment
- RSA & RCG certificates preferred
- Some prior knowledge of Charity Housie/Bingo activities preferred

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands, waterways and skies across Australia. We thank Aboriginal and Torres Strait Islander peoples for sharing and caring for the land on which we live, work, learn and play. We pay our respects to Elders past, present and future

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Physical Requirements

- Must be able to safely lift and carry up to 15kg of weight.
- Must be able to push a trolley.
- Must be able to drive between locations.
- Physical ability and range of motion including ability to be sitting, standing, walking, squatting, kneeling, bending, twisting, gripping, and climbing stairs.

Learning Links Vision, Mission and Values

Our vision

To create a community where difficulties learning are no longer a barrier to a fulfilling life.

Our mission

To provide children and young people who have difficulties learning with the skills, services and family support that will enable them to realise their potential.

Our values

- Empowerment: we are resourceful, accountable, and proactive, using our initiative to achieve positive change and outcomes.
- Collaboration: we value teamwork and the strength that comes from diversity and from joining forces to make a difference.
- Excellence: we are professional, competent, and driven, striving always to be the best we can be, in everything we do.
- Integrity: we are always reliable and dependable, guided by our moral compass.

Document Control

Completed by: Executive Manager, Clubs

Date: 19 December 2023

Reviewed by: General Manager, Funding and Partnerships

Date: 18 January 2024

Version:

Employee sign off and acceptance

Note: completed digitally in e-Recruitment system

I have read, understand, and accept the expectations of this position description.

The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position. Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.

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