

Venue Support Worker

Success Profile

As at 31/10/2024

You will make a difference by	<ul style="list-style-type: none"> • Ensuring gaming venue staff understand their legislative requirement to monitor customers for signs of gambling harm and respond to these signs. • Increasing the capacity of staff knowledge and resources within gaming venues to recognise and respond to people experiencing gambling harm. • Increasing awareness of supports available, particularly for vulnerable groups within the community. • Encouraging the development and maintenance of gambling practices and environments which prevent and reduce harm. • Supporting venues to develop responsible gambling practices and environments consistent with the requirements of approved industry Responsible Gambling Codes of Conduct. • Providing a critical interface between gaming venues and Gambler's Help services. • Contributing to quality service improvement leading to improved success for our teams and clients
To succeed, you will need	<ul style="list-style-type: none"> • Proven knowledge of the gaming industry and operation of venues, mandatory gaming codes and regulatory frameworks. • Certificate IV in Training and Assessment at a minimum. • Capacity and ability to semi-regularly deliver activities outside of standard business hours (9am-5pm Monday to Friday) to best support gaming venues and meet training needs. • Current Victorian driver's licence.
You will improve and promote One Team IPC Health by	<ul style="list-style-type: none"> • Acting with purpose, measuring our results, and celebrating achievements (<i>We make a difference</i>) • Going above and beyond, demonstrating understanding and respect for our communities and each other (<i>We are passionate</i>) • Learning, experimenting, and innovating (<i>We are creative</i>)
We will contribute to your success by	<ul style="list-style-type: none"> • Providing opportunities for you to share what is important to you, your wellbeing, and what you need. • Aligning the contribution you make to IPC Health's strategy. • Guiding you in what to do, when and how to do it. • Developing your skills with regular feedback and exploring career opportunities. • Ensuring you feel fulfilled at the end of each workday.

	<ul style="list-style-type: none"> • Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.
Key Deliverables and Measures	<ul style="list-style-type: none"> • Deliver Responsible Service of Gaming (RSG) and associated face-to-face training to venue staff to ensure compliance within regulatory timeframes. • Provide formal meetings with management and Responsible Gambling Officers of all gaming venues in the Southwest catchment at least once every six months to allow the venue to meet current Responsible Gambling Code of Conduct regulatory requirements. • Provide training and support to enable venue staff to develop and maintain the skills, knowledge, and confidence to identify and respond to signs of gambling harm – including enabling support for patrons to access Gambler's Help, YourPlay and self-exclusion programs. • Support venues and encourage safer gambling environments by promoting best practice approaches within gaming venues and encourage continuous improvement. • Deliver regular meetings with venue management and support for the implementation of best practice harm reduction activities associated with and outside the Responsible Gambling Codes of Conduct. • Provide regular face-to-face coverage of all electronic gaming machine venues in the Southwest catchment. • Provide coverage that allows meeting of expectations based on RSG training requirements and Responsible Gambling Codes of Conduct related venue meeting and support requirements. • Maintain record keeping and data entry, both RSG and associated training in line with the direction from the Department of Health.

Team	<ul style="list-style-type: none"> • Gambler's Help and Financial Counselling
Reports to	<ul style="list-style-type: none"> • Team Leader Gambler's Help and Financial Counselling • Manager Mental Health and Wellbeing
Key relationships	<ul style="list-style-type: none"> • Gaming venue managers and staff across the Southwest catchment • Gambler's Help Venue Support Workers across Victoria • Responsible Gambling staff from the Department of Health • Victorian Gambling and Casino Control Commission • General Manager Operations and Clinical Care • Manager Mental Health and Wellbeing • Team Lead Gambler's Help and Financial Counselling • Gambler's Help Therapeutic and Financial Counsellors

Our Purpose

Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

