

POSITION DESCRIPTION

Title:	Gambling Help Counsellor and Educator	Level of work/ Grade:	Level 5
Business Unit or Function:	Family & Disability Services	Facility/ Cluster/ Region:	South Cost, Lifeline & State-wide Services
Department / Service / Program:	Gambling Help Services	Reporting to:	Service Leader
Direct Reports:	NIL	Indirect Reports:	NIL
Delegation:	N/A	ANZSCO Code:	N/A

OUR ORGANISATION

UnitingCare provides health and community services to thousands of people every day of the year through its services in Health, Aged Care and Community Services, Family and Disability Services, Retirement Living and Retail. These services encompass 8 major brands including UnitingCare, Blue Care, The Wesley Hospital, St Andrews, Buderim Private and St Stephens Hospitals, Lifeline and ARRCs (Australian Regional and Remote Community Services).

OUR VALUES

UnitingCare acknowledges that people are informed by a variety of belief systems. As an organisation we are called to support people to 'live life in all its fullness' (John 10:10) strengthen by our shared values and guided by our mission framework. It is a requirement of all employees to express these shared values through their actions, behaviours, practices and outcomes:

Compassion: Through our understanding and empathy for others we bring holistic care, hope and inspiration

Respect: We accept and honour diversity, uniqueness and the contribution of others

Justice: We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society

Working Together: We value and appreciate the richness of individual contributions, partnerships and teamwork

Leading through Learning: Our culture encourages innovation and supports learning

POSITION PURPOSE

This role is as a Counsellor/Community Educator within the Gambling Help Service. The Gambling Help Counsellor/Community Educator will provide high quality gambling counselling to individuals, their families and significant others, 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.

The role is mobile and operates from both an office space and also with clients in the community.

KEY ACCOUNTABILITIES

- Contribute to the maximisation of synergies across UnitingCare as a single integrated organisation to improve service delivery and business performance, and to promote the Church's work in health and community services in the broader community (e.g.: community funded services such as emergency relief, housing and homelessness provisions, education and school services etc.)
- Provide empathetic and non-judgmental counselling that affirms strengths and encourages clients' self-efficacy to make positive changes to their gambling

	<p>behaviour.</p> <ul style="list-style-type: none"> • 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-base approaches to inform counselling treatment for individuals and/or significant others, including family members and friends, who have been adversely affected by gambling. • Develop and provide therapeutic group counselling activities to target audience. • 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 • Maintain a highly developed national network of internal and external referral points which facilitate successful case managed outcomes. • Maintain complete, current and accurate data input requirements and review case studies, outcomes and broader data trends to ensure continuous improvement in client and community outcomes using nominated systems. • Maintain relevant skills currency, knowledge and ability applied to research, discussion and client outcomes supported by UnitingCare process and management. • Assist management with team building activities as well as training and mentoring of less experienced team members. • Undertake other duties as and when directed within the scope of the role and the capabilities of the incumbent.
Leader of Others	<ul style="list-style-type: none"> • Foster a values-driven, safe employment environment that attracts, engages and retains skilled employees and volunteers • Set objectives and prioritise tasks, ensuring objectives are tied to overall business strategy • Delegate and follow up in a motivating way, achieving results through others • Coach and develop direct reports daily, ensuring development goals are linked to business objectives and improved performance • Assess and improve performance through performance appraisals, development talks, feedback and learning. • Select team members and build the team, optimising performance through addressing poor performance and establishing strong team engagement <p>Undertake other duties as required/directed as service needs change or grow, consistent with the above and within the scope of the position and any other legal or industrial obligations.</p>

QUALIFICATIONS/LICENCES, KNOWLEDGE AND EXPERIENCE

QUALIFICATIONS/LICENCES

Essential

- Diploma in Counselling or equivalent, with experience in a counselling environment
- Current Drivers Licence and/or the ability to travel to meet client and Program needs
- Suitability Card for Child Related Employment (Blue Card) – all adults who work with people under 18 years in Qld are required to undergo a 'Working with Children Check' under the screening provisions of the Commission of Children and Young People Act 2000 (Qld). Presentation of a Blue Card must be made before your appointment to the position can be confirmed

Desirable

- ASIST (Applied Suicide Intervention Skills Training) or similar
- Certificate IV in Training and Assessment TAE40116

KNOWLEDGE AND EXPERIENCE

Essential

- Demonstrated experience, and theoretical knowledge of working therapeutically with addiction, specifically gambling, in a variety of settings, for example individuals, couples, families and groups
- 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.
- Capacity to engage constructively and respectfully with individuals of diverse cultural and socioeconomic backgrounds, abilities and genders, to achieve mutually beneficial outcomes and promote the principles of social justice, effective consultation and equitable access to services – particularly for those identified as vulnerable or at risk.
- Demonstrated case management skills with a focus on outcomes, data and practice improvement
- Demonstrated knowledge of strength based interventions and approaches in addiction service delivery with a focus on decision making and problem solving
- Highly developed interpersonal and communication skills, both written and verbal
- A high level of commitment to professional development and the maintenance of networks for the sharing of information, referral opportunities and partnership
- High level of computing skills including, but not limited to, Microsoft office including, Word, Excel and Outlook and demonstrated ability to keep current, complete and accurate care notes
- Commitment to working within the beliefs, mission and values of UnitingCare and adhering to policies and organisational requirements and processes
- Ability to manage and prioritise a variety of complex tasks concurrently with minimal supervision

Desirable

- Proven ability to research and analyse information, identify interrelationships and make recommendations based on relevant evidence

UnitingCare is committed to 'Closing the Gap' in life expectancy and opportunities for Aboriginal and Torres Strait Islander People and all executives are expected to support UnitingCare's contribution to Reconciliation.

UnitingCare is committed to being a Child Safe, Child Friendly organisation and will:

- *Provide welcoming safe and nurturing services for children*
- *Implement measures to prevent child abuse and neglect within our services*
- *Appropriately and immediately address child abuse and neglect if it does occur.*

BEHAVIOURAL CAPABILITIES

Customer* Focus

Sees the world through the eyes of our customers and communities, ensuring they are at the centre of everything we do.

**'Customer' refers to clients, patients, residents, families, VMPs, government bodies and all other persons accessing or interacting with our services*

Achieves Objectives

Delivers quality outcomes, ensuring decisions are based on evidence and resources are used sustainably.

Collaborative Partnerships

Builds strong internal and external collaborative partnerships.

Innovation

Champions the development and implementation of innovative solutions.

Change Agility

Leads self and others through change, managing ambiguity and personal growth to deliver sustainable outcomes.

ADDITIONAL CAPABILITIES FOR PEOPLE LEADERS

Engages & Motivates Others

Creates an environment where people feel valued and are motivated to do their best.

Drives Results

Drives accountability of others by setting clear expectations and monitoring performance in alignment with organisational objectives.

Coaches & Develops

Leads and develops others through coaching, feedback and regular connections.

Strategic Focus (Middle Leaders, SLT & ELT)

Takes a long-term, big picture view to formulate strategies that enable the ongoing delivery of our Mission.