



Position Description

Position Title	Venue Support Worker Trainer and Assessor
Program and/or Team	Gamblers Help Southern
Reports to	Program Manager Community Connections
Direct Reports	Nil
Primary Location	2A Gardeners Road, East Bentleigh or 347 Bay Road Cheltenham Staff may be required to work at any Connect Health & Community or partner site.
Enterprise Agreement	Victorian Stand Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 - 2022
Classification Grade and Salary	SACS-L5
Status, FTE and Hours	Full time, Fixed term to 30 June 2024
About Connect Health & Community	<p>Connect Health & Community is a not-for-profit community health service, helping residents in the southeast, Bayside and Glen Eira areas.</p> <p>We are the largest provider of problem gambling services in Victoria and have been providing health and social services to the local community for more than 40 years.</p> <p>Connect Health & Community offers programs and services across the southeast of Melbourne with locations in Bentleigh East, Cheltenham and Sandringham.</p>
Program Summary	The Venue Support Worker position forms part of Connect Health's Gamblers Help Program which operates across South Eastern Melbourne and Peninsula regions. The Gambler's Help program provides prevention, early intervention and support programs for individuals/families and community members impacted by gambling harm. The Venue Support Program is a prevention program that provides gaming venues with information in the areas of policy making, education and linkages to support services related to gambling harm.

<p>Role Objective</p>	<p>The Venue Support Worker position has a focus on supporting and encouraging responsible gambling practices and environments within the gaming industry, consistent with approved industry Codes of Conduct. The role offers the opportunity to work with a variety of stakeholders and venues with a focus on reducing the impacts of gambling harm. The program also facilitates the delivery of the Responsible Service of Gaming.</p> <p>The objectives of the Venue Support program are to:</p> <ul style="list-style-type: none"> • Build the capacity of gaming machine venues and staff to identify and respond to people experiencing gambling harm • Increase awareness of the range of support available, particularly amongst vulnerable groups within the community • Encourage the development and maintenance of responsible gambling practices and environments consistent with approved and accredited industry codes of conduct. • Participate in program related activities and campaigns across GHS catchments. • To contribute to the achievement of organisational, program and personal targets and KPI's. • Maintain current knowledge of relevant legislation, regulations, guidelines, government policies and standards.
<p>Position Specific Responsibilities</p>	<ul style="list-style-type: none"> • Deliver and assess the Responsible Service of Gaming modules to venue staff to enable staff compliance with statutory requirements. • Ensure all statistical data is maintained and reported accurately and within timelines. • Educate, train and support gaming venue staff in managing gambling harm and responsible gambling strategies. • Support venue management in their ongoing effort to foster a culture of responsible gambling. • Maintain current knowledge of relevant legislation, regulations, guidelines, government policies and standards. • Support partnerships between gaming venues and Gamblers Help program services. • Promote and participate in responsible gambling initiatives both locally and statewide e.g. gambling harm awareness week. • Participate in programmatic administrative, planning and evaluation activities. • Participate in training, forums and workshops as required by the Victorian Responsible Gambling Foundation. • Educate venues and their staff about the self-exclusion program to ensure patrons and venues are supported in its implementation. • Support and participate in the organisation's continuous quality improvement process.

<p>Responsibilities of all employees</p>	<p>Promote activities and programs in accordance with Connect Health & Community Strategy, Vision and Purpose.</p> <p>Model Connect Health & Community Values in the workplace.</p> <p>Adhere to the Connect Health & Community Code of Conduct, Child Safe Code of Conduct and NDIS Code of Conduct (where relevant).</p> <p>Comply with funding and legislative requirements relevant to the position, including policies, procedures and systems of Connect Health & Community and other external stakeholders.</p> <p>Promote awareness that Connect Health & Community encourages consumer, carer and community participation.</p> <p>Participate in meetings, training and development, quality improvement processes and workplace health and safety requirements.</p> <p>Undertake other duties as directed.</p>
<p>Key Selection Criteria Mandatory</p>	<p>Qualifications:</p> <ul style="list-style-type: none"> • Certificate IV in Training and Assessment (TAE40116) • A tertiary qualification in Community Development, Health Promotion, Community Services or equivalent is desirable. <p>Key Skills, Competencies and Personal Attributes</p> <ul style="list-style-type: none"> • Experience in delivering high quality training sessions aligned with the adult learning principals. • An understanding of gambling harm and the impact of gambling harm on individuals, families and the community. • Demonstrated knowledge and experience in working with a range of stakeholder groups developing effective partnership arrangements. • Well-developed written communication skills with the ability to provide high quality professional reports and plans. • Knowledge of relevant legislation and proven ability to ensure compliance in work practices. • Have a flexible approach to work, with the ability to question and reflect on own practice that supports practice improvements. • Proficient in the use of MS Office, databases and knowledge of a range of IT programs. <p>Current and valid Victorian Driver's License</p>
<p>Desirable</p>	<p>Demonstrated ability to quickly learn systems and processes.</p>

<p>Compliance</p>	<p>A Valid Working with Children Check and Police Check are mandatory.</p> <p>Employees working in a NDIS Risk Assessed Role are required to provide a NDIS Worker Screening Check Clearance.</p> <p>Employees must maintain and keep up to date all mandatory compliance requirements (Working with Children Check, Police Check, Professional Registration and NDIS Worker Screening Check (if relevant)), related to their position at their own cost.</p> <p>Under the <i>COVID-19 Mandatory Vaccination (Specified Facilities) Directions</i>, Connect Health are required to collect, record, and hold vaccination information about all employees and are not able to permit an employee who is not fully vaccinated to work onsite unless an approved Medical Exemption applies. Employees must be able to comply with this requirement.</p>
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This position description may be modified from time to time to reflect organisational changes.

<p>Employee Declaration:</p>	<p>I have read, understand, and agree to work in accordance with this Position Description.</p>
<p>Employee Name:</p>	
<p>Employee Signature:</p>	
<p>Date:</p>	