

Position Description

Gamblers Help Southern Venue Support Worker

Position Title:	Venue Support Worker
Position Number:	Not applicable
Manager/Supervisor:	Program Manager Resilient Communities
Division:	Operations
Program:	Gamblers Help Southern
Primary Location:	2A Gardeners Road, Bentleigh East, VIC 3165
Other Location:	Gambling venues
Classification Grade & Level:	Level 5 Pay Point 4
Enterprise Agreement or Award:	Social and Community Services: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Mode of Employment:	Fixed Term - Part time

Better Health Network

Better Health Network (BHN) encompasses more than 22 locations and has over 800 staff work in multi-disciplinary teams to deliver health and disability outcomes. BHN is a responsive and agile community health service, providing a wide range of healthcare, social support, disability, and welfare services for all members of the community.

BHN provides services spanning all periods of life including specialist childhood, youth, and aged care services. In achieving its vision of health and wellbeing for all, BHN is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, and holistic service.

Position Objective

The Gamblers Help Southern Venue Support Worker position supports the work of the Venue Support Program which is an integral part of the part of the BHN Gamblers Help Southern Program which operates across the south eastern LGAs of Melbourne and Peninsula regions. The BHN Gamblers Help Southern 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 and staff with information in the areas of policy making, education and linkages to support services related to gambling harm. The Venue Support Program 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 training Responsible Service of Gaming program.

Position Description

Gamblers Help Southern Venue Support Worker

The objectives of the Gamblers Help Southern Venue Support worker are to:

- 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.

Key Responsibilities

- 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.

Organisational Values

All positions are required to follow the BHN values of respect, kindness, accountability, and innovation to guide their actions and behaviours towards employees and clients.

Organisational Responsibilities

All positions are required to:

- Comply with BHN safety policies and procedures including a responsibility to participate in the development of a safe and healthy workplace. All employees must follow safe work practices for their own health and safety, and

Position Description

Gamblers Help Southern Venue Support Worker

that of others. This includes ensuring work is undertaken safely and that injuries, accidents, near misses and potential hazards are reported immediately. Managers / Team Leaders must identify, assess, manage, and review risks to the health and safety of employees, contractors, and clients.

- Participate in the established quality and safety systems to ensure that safe high-quality care is always provided to all clients. This includes assisting BHN to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.
- Ensure a Duty of Care by taking reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.
- Familiarise themselves with and abide by BHN policies, procedures, values, and Code of Conduct.
- Comply with the principles of equity by promoting gender equality and creating a culture, conditions and practices that are inclusive and equitable for all genders and equity for individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.
- Follow legislative responsibilities and compliance requirements (including the child safety standards) for keeping children and families safe with BHN committed to the safety of children and families and ensuring they are protected from abuse, neglect, and violence.

Working Relationships

Direct Reports	<ul style="list-style-type: none"> • No Direct Reports
Internal working relationships include	<ul style="list-style-type: none"> • Gamblers Help Southern Venue Support Program • Gamblers Help Southern Community Engagement • Resilient Communities Programs • Gamblers Help Southern Therapeutic Programs
External working relationships include	<ul style="list-style-type: none"> • Nominated Gambling Venues across south eastern Melbourne and Peninsula LGAs • Victorian Responsible Gambling Foundation

Key Selection Criteria

Essential Skills & Experience	<ul style="list-style-type: none"> • An understanding of gambling harm and the impact of gambling harm on individuals, families and the community. • Experience in delivering high quality training sessions aligned with the adult learning principals. • Demonstrated knowledge and experience in working with a range of stakeholder groups developing effective partnership arrangements.
--	--

Position Description

Gamblers Help Southern Venue Support Worker

- Proficient in the use of MS Office, databases and knowledge of a range of IT programs.

Essential Attributes

- Well-developed written communication skills with the ability to provide high quality professional reports and plans.
- Have a flexible approach to work, with the ability to question and reflect on own practice that supports practice improvements.

Qualifications / Registrations Requirements

- A tertiary qualification in Community Development, Health Promotion, Community Services or equivalent
- Certificate IV in Training and Assessment (TAE40116)
- Current and valid Victorian Driver's Licence

Compliance

Compliance Responsibilities:

- It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

Probity checks must be completed as indicated

- | | |
|---|---|
| <input checked="" type="checkbox"/> National Police Check/Criminal Record Check [Mandatory] | <input checked="" type="checkbox"/> Working with Children Check |
| <input type="checkbox"/> NDIS Worker Screening Check | <input type="checkbox"/> Aged Care statutory declaration |
| <input type="checkbox"/> AHPRA Registration | <input type="checkbox"/> Discipline Specific Vaccination (Flu / Hep B) |
| <input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory] | <input checked="" type="checkbox"/> COVID 19 Vaccination(s) [Mandatory] |

Position Description

Gamblers Help Southern Venue Support Worker

Person who completed and authorised the Position Description

Position Title: Program Manager, Resilient Communities

Division/Program: Gamblers Help Southern Venue Support

Employee Declaration: I have read, understood, and acknowledge the contents of this Position Description.

Employee Name:

Employee Signature:

Date:
