

Position Description			
Name	Therapeutic Counsellor- Gambler's Help	Date	05/01/2022
Position Title	<b>Therapeutic Counsellor-Gambler's Help</b>		
Department	<b>Counselling and Wellbeing</b>		
EBA / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
Classification	SACS Level 4, PP1- 4 Dependent on qualifications and experience 38 hours per fortnight, 0.5 FTE Contract ongoing- subject to funding Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wodonga with the occasional travel to other sites as required		
Reporting to	Coordinator Gambler's Help		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liases with Internally	<ul style="list-style-type: none"> <li>• GH staff, including Business Services, Quality, Risk/Compliance and People Working Well roles</li> <li>• Gambler's Help team</li> <li>• Gateway Health intake team</li> <li>• Gateway Health staffs across all programs</li> </ul>		
Liases with Externally	<ul style="list-style-type: none"> <li>• This position may be expected to liaise with, though not limited to the following;</li> <li>• Department of Health and Department of Fairness, Families and Housing Local Government staff and representatives.</li> <li>• Community service organisations.</li> <li>• Health services</li> <li>• Other Not for Profit Organisations.</li> <li>• Victorian Responsible Gambling Foundation</li> <li>• Appropriate agencies &amp; key service providers throughout the Hume region.</li> <li>• Other Gambler's Help service providers</li> <li>• State wide Gambler's Help networks and communities of practice</li> <li>• The Alfred Gambling Minds team</li> <li>• Community Legal services</li> <li>• Self-Exclusion Programs</li> </ul>		
Program Information	<p>The Gambler's Help Program is funded by the Victorian Responsible Gambling Foundation. This program operates as an integrated system of preventative, early intervention and treatment initiatives aimed at addressing gambling harm. Gambler's Help services aim to deliver activities that:</p> <ul style="list-style-type: none"> <li>• Minimise the individual personal, health, social and financial harms that arise from gambling</li> <li>• Improve individual and community capacity to reduce gambling related harm</li> </ul>		
Purpose of the role	Gambler's Help therapeutic counselling includes specialist, evidence-based support appropriate for individuals and affected others, such as families, experiencing gambling harm. Counselling may be delivered one-on-one, within families and in groups. Close working relationships and robust referral procedures between Therapeutic Counsellors,		

	<p>Financial Counsellors and other treatment professionals are critical for delivery of an integrated, holistic, person-centred approach.</p> <p>The objectives of therapeutic counselling are to:</p> <ul style="list-style-type: none"> <li>• assist individuals, families, and affected others to manage gambling-related harms</li> <li>• assist individuals to reduce or stabilise gambling behaviours</li> <li>• support individuals to maintain positive behaviour change post-counselling</li> </ul>
<p><b>About Gateway Health</b></p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p> <p><i>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We <b>contribute to creation of</b> a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p>

	<p><b>Review of Position Descriptions:</b> This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p><b>Code of Conduct</b></p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop collaborative working relationships</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Improvement approach</li> <li>• Work within legislative and compliance framework.</li> </ul>
<p><b>Key Responsibilities and Accountabilities</b></p>	
<p style="text-align: center;"><b>Role Specific</b></p>	
<ul style="list-style-type: none"> <li>• Provision of therapeutic counselling and support for individuals, groups and families in response to gambling harm . Includes assessment of client need throughout the service period, provision of information about the range of support options available, and facilitation of referrals to other services as required.</li> <li>• Provide counselling that is case planned and tailored to the client's individual needs.</li> <li>• Follow-up with all clients at agreed intervals to encourage and maintain engagement, reinforce positive behaviour change and support re-engagement if required.</li> <li>• Advocacy and care coordination as required.</li> <li>• Provide practical assistance, crisis management, case and service management as required</li> <li>• Self-exclusion support to individuals signing up to self-exclude, and follow-up telephone, telehealth or face to face support to individuals who have signed a self-exclusion deed.</li> <li>• Secondary consultation and /or co-counselling with other health clinicians as required, including providing specialist input into care planning and co-ordination undertaken by other agencies.</li> <li>• Referral into, and secondary consultation with the Alfred's Gambling Minds team, for clients with complex mental health issues.</li> <li>• Facilitation and co-ordination of group support programs for those affected by gambling harm and connection to peer support.</li> <li>• Provision of Recovery Assistance Program (RAP) in accordance with guidelines</li> <li>• Administration of the Client Outcomes Survey 1 (COS1) in accordance with guidelines</li> <li>• Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.</li> <li>• Funding and Service Agreement Targets are met to ensure clients are exited from the program in a timely manner.</li> <li>• Provide evidence-based practice in line with professional and funding requirements.</li> <li>• Complete high-quality clinical notes within agreed time frames and in accordance with GH, and relevant professional body, policies and procedures.</li> <li>• Complete all program specific administrative tasks within the required time frames.</li> <li>• Databases are kept up to date at all times.</li> <li>• Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.</li> <li>• Participation in regular performance reviews and appraisals</li> <li>• Competently use all relevant organisational databases – including but not limited to VHIMS, clinical software, financial software.</li> <li>• Active participation in Professional Development.</li> <li>• Active participation in clinical supervision as relevant to role.</li> <li>• Completion of Mandatory training.</li> <li>• Any other duties as directed by your Coordinator or Program Manager that are considered a reasonable requirement of the role.</li> </ul>	

<b>Financial Management</b>
<ul style="list-style-type: none"> <li>• Follow all Gateway Health financial procedures</li> <li>• Follow all Recovery Assistance Program (RAP) financial procedures</li> </ul>
<b>People</b>
<ul style="list-style-type: none"> <li>• Develop and maintain professional relationships with internal and external stakeholders.</li> <li>• Contribute to productive and positive team meetings.</li> <li>• Positively contribute to the culture and spirit of the Gambler's Help Program team, work environment and to GH.</li> <li>• Your behaviour is congruent with organisational values, behaviours and goals</li> <li>• Contribute to the development of procedures and systems within this program</li> <li>• Positively embrace and adopt change as it occurs.</li> <li>• Willingness to engage in a flexible work model that may require out of hours work and travel.</li> </ul>
<b>Technical Skills / Industry Knowledge</b>
<ul style="list-style-type: none"> <li>• Comply with funding requirements.</li> <li>• Must hold relevant tertiary qualifications, have relevant counselling experience and be eligible for membership/registration with one of the following: <ul style="list-style-type: none"> <li>- Provisional registration with the Psychology Board of Australia</li> <li>- Registration with the Australian Health Practitioner Regulation Agency (AHPRA) in the National Board category of Psychology Board of Australia or Nursing &amp; Midwifery Board of Australia</li> <li>- Full, graduate or Accredited Mental Health Social Worker (AMHSW) membership with the Australian Association of Social Workers (AASW)</li> </ul> Or <ul style="list-style-type: none"> <li>- Membership with Psychotherapy and Counselling Federation of Australia (PACFA) in the Clinical, Academic or Provisional categories.</li> </ul> </li> <li>• Knowledge and skills for harm reduction strategies and addictive behaviours</li> <li>• Knowledge and skills of evidence-based clinical interventions relating to cognitive and behavioural therapy. Proficient in motivational interviewing, client-centred and family-informed approaches.</li> </ul>
<b>Organisational Responsibilities</b>
<ul style="list-style-type: none"> <li>• As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set</li> <li>• Maintain privacy and confidentiality at all times</li> <li>• Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.</li> <li>• Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.</li> <li>• Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.</li> <li>• Contribute to organisational quality activities to ensure continual review and improvement.</li> <li>• Contribute to a safe and welcoming workplace at all times.</li> <li>• Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings</li> <li>• Protect the rights, safety and wellbeing of children and provide a child safe environment.</li> <li>• To continually develop both personally and professional to meet the changing needs of your position, career and organisation</li> </ul>
<b>Inherent Requirements</b>

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

### **Key Selection Criteria**

***Applicants MUST address the Selection Criteria below when completing an employment application***

#### **Essential**

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in Social Work, Social Welfare, Psychology or relevant equivalent.
3. Registration with Professional Regulatory Body or relevant Professional Association.
4. Demonstrated ability in the utilization of ICT programs including Microsoft Office (Outlook, Word/typing skills) and client management systems.
5. Ability to meet client privacy and confidentiality requirements, maintain client records and documentation and complete high-quality clinical notes within required time frames.
6. Demonstrated knowledge and skills of harm reduction strategies and addictive behaviours.
7. Demonstrated ability to apply evidence based clinical interventions and approaches.
8. Demonstrated ability to apply client-centred and family-informed approaches.
9. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.

#### **Mandatory Requirements**

10. Current Australian Drivers Licence or accepted International Drivers licence
11. Confirmation of your right to work in Australia, Satisfactory National/International Police Check and Victorian Working with Children Checks must be provided prior to commencement.
12. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.

#### **Desirable**

13. Demonstrated understanding of gambling harms.
14. Demonstrated ability to coordinate and facilitate group support programs.



I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- I will comply with my contract, all policies and procedures and follow directions given.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by**  
(print name):

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**Employee**  
**Signature:**

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**Date:**

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