

**POSITION DESCRIPTION – Counsellor (Gamblers Help)****Part 1 – Expectations for Your Role**

Position	Counsellor- Gamblers Help
Service / Program	Child, Youth and Family Wellbeing
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Program Stream Manager
Effective Date	May 2025

Key Deliverables

- Provision of intake, primary assessment and information to clients contacting the service.
- Delivery of effective professional therapeutic counselling casework and advocacy according to the funding agreement, including the provision of evidence based therapeutic modalities.
- Implementation of an effective process to identify the needs of people impacted by gambling harm.
- Effective usage of the integrated service model for supporting people impacted by gambling harm.
- Participation in local community and statewide activities and projects in accordance with the funding agreement.
- Engagement in regular supervision (line management and clinical), team meetings and staff development. Participation in ongoing professional development
- Accurate and timely data entry into client management systems – client data and casenotes

Skills

- Provision of therapeutic counselling to clients including individuals, couples and/or family counselling sessions, both face to face and via Telehealth, including after hours.
- Assertive engagement – pro-active follow up with all clients at agreed intervals to encourage and maintain service engagement, reinforce positive changes and achievements and support re-engagement with services if required.
- Arrange appropriate referrals for clients to other services as required.
- Self-Exclusion support – provision of follow up telephone (or face to face) support to individuals who have signed or are considering entering into a self-exclusion deed.
- Provide secondary consultation and co-counselling with other health clinicians as required, including providing specialist input into care planning and coordination undertaken by other agencies.
- Develop and facilitate group support workshops to meet the needs of the service, clients and the local community.
- Other indirect client services – including activities relating to a specific client where the client is not present, such as documenting case notes and data recording.
- Develop quality relationships with a range of key stakeholders including community organisations, rehabilitation providers and other health professionals to allow for the effective provision of support and information to clients.



- Participation in community engagement activities to promote awareness of and accessibility to Gambler's Help services.
- Participation in Clinical Community of Practice sessions to share clinical experiences and deepen knowledge within the group of therapeutic counsellors in the program.

Experience and Knowledge

- Demonstrated competence in an area of clinical practice, preferably in a multidisciplinary team context and with clients with multiple or complex needs
- Understanding of the Social Determinants of Health and the Social Model of Health approach and health promotion
- Previous experience in the not-for-profit sector or an appreciation and understanding of community organisations and their operation
- Good understanding of the referral pathways across sector(s)
- Experience in working with vulnerable and disadvantaged people
- Experience of collaborative practice

Qualification/Registrations/Licences (Mandatory only)

- Relevant counselling experience
- Tertiary qualifications and be eligible for membership/registration with one of the following:
 - Provisional registration with the Psychology Board of Australia, or
 - Registration with the Australian Health Practitioner Regulation Agency (AHPRA) in the National Board category of Psychology Board of Australia or Nursing & Midwifery Board of Australia
 - Full, graduate or Accredited Mental Health Social Worker (AMHSW) membership with the Australian Association of Social Workers (AASW), or
 - Membership with Psychotherapy and Counselling Federation of Australia (PACFA) in the Clinical, Academic or provisional categories, or
 - Level 2 or higher membership of the Australian Counselling Association .

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.