



# Position Description

## GambleAware Community Linker

Community and Family Care  
April 2021

### Agreement

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Community Linker

## 1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

## 2. Overview of Community and Family Care

Wesley Mission’s Community and Family Care teams build resilience and strengthen capacity in the local communities where we work. We will provide front line care to people (within NSW) who seek our services on voluntary basis. We will support people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All the Good We Can, By All the Means We Can, In All the Ways We Can,” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

The main areas in Community and Family Care are:

- Brighter Futures
- Targeted Earlier Intervention
- Multicultural Programs
- Youth Health
- Young Healthy Minds
- Youth Hope
- ParentsNext
- Financial and Gambling Services
- Emergency Relief
- Specialist Homelessness Services
- Mums and Kids Matter
- Getting it Together
- Assistance with Care and Housing
- Executive Management team



### 3. Overview of role

Wesley Mission Gamble Aware program provides a stepped, multimodal, individualised approach to supporting clients impacted by gambling as well those as well at risk of developing harmful gambling related behaviours.

The role of the community linker is to provide assertive outreach within local communities in order to:

- building awareness of the risks associated with gambling
- increase community capacity to identify warning signs of problematic gambling and their understanding of what support is available.
- create soft entry pathways for individuals seeking further support through GambleAware.

This position works in accordance with SCHADS 5 characteristics (attachment A)

### 4. Relationships

Reports to: Team Leader,

### 5. Major role responsibilities

#### 5.1 Our clients

- Improve collaboration between local services to achieve better cross referral pathways
- Build strong relationships with local clubs and pubs to support identification of high risk and problem gamblers
- Deliver psycho-educational early intervention and gambling focussed In Charge of My Money group programs
- Develop relationship with local schools in order to deliver awareness raising workshops to young people and teachers
- Ensure Gamble Aware presence at all local community/education based events, i.e. youth week, NADIOC, white ribbon etc
- Build strong connections with at risk communities in order provide information, advice and referral , build capacity and open up the narrative about the impacts and pathway into problem gambling.
- Provide soft entry activities and opportunities to at risk problem gamblers and their families to learn more about the support available and develop strategies to prevent escalation into problematic gambling.
- Participate/ lead in community-based awareness activities to reduce the stigma of talking about problem gambling and to provide information about the who, why, how related to at risk and problem gambling, signs to look for and where to go for support and more information.
- Attend local interagencies in order to promote the service and build service capacity to ensure higher level of screening for problem gambling occurs
- Build and develop network of community gatekeepers

#### 5.1.1 Performance Measures

- delivery of psychoeducational programs
- delivery of community advocate training
- evidence of active participation in community awareness activities



- evidence of quality partnerships and increased cross referrals across sector
- evidence of quality partnerships and increased cross referrals within Wesley Mission

## 5.2 Our people

- complete Wesley Mission induction and orientation program and mandatory training
- attend and participate in regular support meetings and team meetings
- attend and participate in annual Employee Contribution & Development process
  - continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- commit to a continuing process of personal self-development, training and skills acquisition
- work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model
- ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- attend Life of the Mission events as advised by supervisor – there is an expectation that all staff will attend Wesley's Thanksgiving Service on the first Sunday in December
- be a part of creating a team culture of support and respect
- promote and ensure adherence to Wesley Mission brand
- promote and adherence to GambleAware brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- regularly report to your supervisor on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings

### 5.2.1 Performance Measures

- successfully achieved induction and orientation and mandatory training
- attendance at Wesley Thanksgiving Service and other Life of the Mission events
- engaged with new practices, policies and procedures
- participation in ongoing performance development

## 5.3 Our operations

- ensure the reputation and integrity of Wesley Mission is maintained at all time
- contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services
- advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- contribute to evaluation and quality improvement of programs
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor



- embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
- maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

#### 5.3.1 Performance Measures

- regular reporting requirements are met
- number of local network/interagency meetings attended
- number of line support meetings / team meetings attended
- evidence of brand compliance

#### 5.4 Our financials

- commitment to proactively planning our programs at the beginning of the year to minimise over or underspends at the end of financial year
- Wesley resources are maintained and serviced as required
- commitment to retaining current funding through working within funding guidelines and providing a best practice service

#### 5.4.1 Performance Measures

- Wesley resources are well maintained including vehicles and other equipment
- Evidence of proactive program planning and reduced over/underspend

### 6. Professional responsibilities

- other activities to support the delivery of the Wesley Community and Family Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times



- ensure all data collection and reporting is timely and in line with funding body and organisational requirements
- practices within the guidelines described in Code of Conduct and Ethics and other Statutory requirements
- demonstrates an understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality

## **7. Selection criteria**

To be successful in this position, candidates must possess the following:

### **Demonstrated behaviours**

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- displays unconditional positive regard during all workplace interactions
- confident professional attitude with strong initiative
- displays emotional maturity and resilience
- passion for supporting vulnerable and in need individuals
- dedication to developing strong relationships with local community
- willingness to learn and accept feedback

### **Essential Criteria**

- Degree in Social Sciences or related discipline. Diploma level qualifications can be considered where applicant has more than three years industry experience and an enrolment in degree level course is maintained
- Experience and/or competency in delivering community education and targeted group programs
- Experience in delivering community awareness campaigns and events
- Understanding of strength-based practices
- Understands the importance of family/ community ecosystems
- High level ability to liaise, develop and maintain relationships with professional groups including government and non-government stakeholders
- Proven ability to work with at risk and vulnerable communities
- Demonstrated knowledge of the impact of trauma and addictive behaviors
- Ability to work effectively with Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) organisations and communities
- An interest in and/or knowledge of issues relating to problem gambling
- Proven organisational skills, ability to prioritize workloads and meet deadlines and achieve KPI's
- Flexibility to work some evenings and occasional Saturdays
- Current NSW driver's license, current Working with Children Check, fully vaccinated against COVID19.

