

## Helpline Team Leader

GambleAware Helpline NSW  
July 2025

Agreement

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Signed – Manager

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Date

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Signed – Employee

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Date

## 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 organizational 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 / Harm Minimization

Our mandate is to identify and respond to hidden and emerging needs while remaining a meaningful presence in the communities we serve.

## 3. Overview of Program

Funded by the NSW Office of Responsible Gambling, the **GambleAware Helpline** is a 24 hours × 7 days telephone and digital service that delivers brief, solution-focused support and referral pathways to individuals and families impacted by gambling harm. The Helpline is the front door to GambleAware treatment providers across the state and must meet strict contractual KPIs for responsiveness, quality and data integrity.

## 4. Relationships

Reports to:	Regional Manager – GambleAware
Direct reports:	Helpline Telephone Counsellors
Key internal:	Service Leads, Finance & Data Analytics, HR, Quality & Risk
Key external Framework Level:	Office of Responsible Gambling contract managers, sector partners, emergency services, training providers

## 5. Major role responsibilities

The role is central to ensuring that team members deliver high-quality, efficient, and safe support in alignment with the service’s core values and operational standards

The Team Leader plays a critical role in real-time leadership, working alongside their team during live shifts, driving performance, ensuring adherence to scheduling and quality standards, and fostering a culture of accountability, empathy, and continual improvement.

## 5.1 Our clients

- Responsible for the management of daily operations of multi-disciplinary teams on the GambleAware Helpline NSW, while contributing to the wider operational success of the program
- Achieve and maintain performance benchmarks in response time, availability, and interaction quality
- Objective of the role is to ensure best practice approaches and frameworks are utilized in the service delivery for people impacted by Gambling harm
- Balance client needs with service delivery targets, funding constraints and operational priorities
- Provide on-shift guidance and debriefing to Helpline staff, ensuring callers receive timely, brief solution-focused support and high-quality referrals.
- Ensure team member adherence to the roster and minimize shrinkage during shifts
- Monitor queue and call metrics, maintaining KPI's and Service delivery to our key contracts.
- Drive consistent and effective team engagement and communication
- Facilitate and document monthly supervision to direct reports and provide internal training and practice guidance to build competence and expertise
- Oversee the daily operations of the helpline services and team, this includes rostering, time sheets, payroll, planned and unplanned leave, shift coverage, risk assessment and incident management.
- Manage clinical risk in a trauma informed environment and follow best practice guidelines
- Ensure we are providing quality therapeutic counselling service to clients, working within specific program guidelines, we are meeting our contract KPI's and requirements by providing appropriate assessment, supported referrals and information as foundational activities, in an effective and timely manner, including common assessments, supported referrals to other service providers, and information such as brochures, websites and other resources.
- Drive high quality and consistent practice within GambleAware service, in line with industry best practice standards, Wesley Mission policy and procedure and contractual obligations
- Ensure the ongoing professional development of the team
- Ensure a high level of individual professional support and guidance to all direct reports
- Champion the continual improvement and clinical governance of Wesley Mission GambleAware services.
- Develop pathways and partnerships to continuously improve supported referrals, connections and sector capacity building.

- Ensure cultural Sensitivity - these activities and capabilities will proactively enable individuals and families to access services and determine the way their support is provided.
- Work within the NSW Care and Protection Framework, actively screening for children at risk of harm and reporting appropriately.
- Promote Wesley Mission's principle of joined up thinking and practice.
- Improve collaboration between local services to achieve better cross-referral pathways
- Provide timely, high level and specialist advice to Senior and Executive Management on service delivery issues, team performance, service quality and related matters

### **5.1.1 Performance measures**

- ≥ 99 % client satisfaction per post-call survey.
- ≥ 70 % of eligible callers assessed using PGSI and K10
- 100% of client interactions are recorded in real time.
- GambleAware achieves or exceeds all funding targets and KPI's.

### **5.2 Our people**

- Ensure completion of Wesley Mission induction and orientation program and mandatory training of all direct reports
- Conduct regular support meetings and team meetings with direct reports and ensure compliance of documentation and records are kept in line with compliance and audit requirements.
- Conduct annual Employee Contribution & Development with direct reports
- 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
- coordinate quarterly case reviews quarterly to maintain a continual reflective learning environment
- Build and maintain good relationships with staff, management and other key stakeholders
- Support and assist with implementing strategic directions, priorities and decisions guided by management
- Demonstrate professionalism, loyalty, confidentiality and discretion when representing or supporting senior management

- Adhere to all instructions, procedures and decisions issued and execute tasks and responsibilities in alignment with organizational goals and leadership expectations
- 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, while upholding a respectful, cooperative and solution focused approach in all interactions with leadership, colleagues and team members. Foster a respectful, inclusive culture in line with Wesley Mission's policies and procedures.
- Promote and ensure adherence to Wesley Mission and GambleAware brand
- Deliver monthly line-support and supervision sessions; maintain a training matrix and individual CPD plans.
- Lead recruitment, onboarding and performance management of Helpline staff.
- Develop and Deliver strategies to maintain morale and performance of a team through service delivery and significant changes or conflicts

### **5.2.1 Performance measures**

- 100 % staff complete induction, orientation and mandatory training.
- Evidence of monthly supervision and line-support meetings.
- ≤ 5 % unplanned absenteeism per roster cycle.
- 90% staff retention
- 90% attendance at Wesley thanksgiving service and other life of the mission events
- 100% all staff have completed induction and orientation and mandatory training
- 100% team engagement with new practices, policies and procedures
- Balanced annual to personal leave
- Evidence of regular staff line support meeting and ECD with all direct reports.

### **5.3 Our operations**

- Ensure the integrity of Wesley Mission is always maintained
- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required by our funding body.
- Participate in service development review processes
- Own and administer the 24/7 roster, ensuring adequate, skilled coverage; fill vacant shifts, including stepping-in when necessary.

- Maintain accurate data entry and real-time reporting dashboards; submit KPI reports by deadlines provided by the contract and individual KPI's
- Develop, review and socialise standard operating procedures, training manuals and knowledge articles.
- Ensure adherence to GambleAware practices, privacy and WHS legislation.
- Conduct regular file reviews/ file readings and provide high quality feedback to assist with the growth and development of practice within the program.
- 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.
- Embrace new developments and technological innovations 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
- Ensure that all client feedback, complements and complaints are recorded and processed in a prompt and timely manner in accordance with policy and procedure.
- Ensure client data is accurate and captured in real time, for reporting

### **5.3.1 Performance measures**

- Key relationships with direct reports and key stakeholders are functioning well.
- Regular reporting requirements are met, outcomes from continuous improvements, quality audits and file reviews demonstrate no major issue and recommendations are implemented.
- $\geq 95\%$  compliance in random file audits.
- Evidence of continuous improvement actions implemented.
- Adhere to all instructions, procedures and decisions issued by senior management and leadership.
- Execute tasks and responsibilities in alignment with organizational goals and leadership expectations
- Maintain confidentiality regarding sensitive information and management decisions, handle directives and tasks with integrity, discretion and professionalism.
- Collaboration and contribution with effective leadership initiatives and projects
- Engage constructively in team activities and show initiative ensuring alignment with leadership goals and objectives.

## 5.4 Our financials

- Manage wage and agency budgets; approve time sheets and overtime; identify efficiency opportunities.
- Demonstrate responsible stewardship of resources and participate in environmentally sustainable work practices.
- Support program to be delivered to budget and seek opportunities to minimize expenses wherever possible.
- Commit to retaining current funding through working within funding guidelines and providing the best practice service.
- Commitment to proactively planning our programs at the beginning of the year to minimize over or underspends at the end of financial year.
- Wesley resources are maintained and serviced as required.
- Support tender preparation and business development activities as requested by Operations Manager.

### 5.4.1 Performance measures

- Costs remain within approved budget lines.
- Allocated Wesley resources and equipment are well maintained.
- Maintain current funding

## 6. Professional responsibilities

- Participate in activities that support Wesley Mission's Business and Strategic Plans
- Comply with all WHS obligations, reporting hazards and incidents promptly.
- Maintain confidentiality, privacy and professional boundaries at all times.
- Attend relevant training, supervision, Life of the Mission events and other meetings as directed.
- Contribute to evaluation and quality-improvement initiatives across the program.
- 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.
- Be aware of the need for privacy and confidentiality in all aspects of work and ensure that confidentiality is adhered to at all times with families and staff.
- Other appropriate duties and responsibilities as determined by the Regional Manager from time to time.

## 7. Selection criteria

### Demonstrated behaviours

- Alignment with Wesley Mission's vision, mission and values; advocates our Word-and-deed ministry.
- Resilient, collaborative leader with a positive, can-do attitude and commitment to continuous improvement.
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude.
- Displays unconditional positive regard during all workplace interactions.
- Dedication to developing strong working relationships.
- Excellent decision making, negotiation and problem-solving capabilities.
- I am willing to learn and accept feedback.
- Professional attitude with strong initiative.
- Commitment to continuous improvement and WH&S Principles

### Essential skills/knowledge

- Bachelor's degree in counselling, Social Work, Psychology or related field and eligibility for professional membership.
- Minimum 3 years' telephone or crisis intervention experience a minimum of 1 year in a supervisory role.
- Proven ability to manage 24/7 rosters, meet strict service KPIs and analyse call-centre data.
- High-level communication, conflict-resolution and coaching skills.
- Advanced IT literacy (CRM/CTI, Microsoft 365, Power BI).
- Current NSW Working with Children Check and National Police Check; ability to work rotating shifts.
- Experience in leading high performing and engaged teams.
- High level written and verbal communication skills.
- Ability to work effectively with Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) organizations and communities.
- 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



- Proven organizational skills, ability to prioritize workloads and meet deadlines and achieve KPI's.
- Current NSW driver's license,
- National Criminal History check (police check)

## Attachment A

# Social and community services employee level 6 - summary

## Characteristics of the level

- A person employed as a Social and community services employee level 6 will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- General features at this level allow employees the scope to influence the operational activities of the organisation and would require employees to be involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it. Employees at this level will be expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.
- Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the workplace. Employees will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. They may be required to undertake the control and co-ordination of a program, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation.
- Employees may exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities. Positions at this
- Level may be identified by: impact of activities undertaken or achievement of stated outcomes or objectives for the workplace; the level of responsibility for decision-making; the exercise of judgment; delegated authority; and the provision of expert advice.
- Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff. Employees will be required to understand and implement effective staff management and personnel practices.

## Responsibilities

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

- Undertake significant projects and/or functions involving the use of analytical skills;
- Undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;
- Exercise managerial control, involving the planning, direction, control and

- Evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation;
- Undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development;
- Negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- Provide advice on matters of complexity within the work area and/or specialised area;
- Control and co-ordinate a work area or a larger organisation within budgetary constraints;
- Exercise autonomy in establishing the operation of the work area;
- Provide a consultancy service for a range of activities and/or to a wide range of clients;
- Where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:
  - Provide support to a range of activities or programs;
  - Control and co-ordinate projects;
  - Contribute to the development of new procedures and methodology;
  - Provide expert advice and assistance relevant to the work area;
  - Supervise/manage the operation of a work area and monitor work outcomes;
  - Supervise on occasions other specialised staff;
  - Supervise/manage the operation of a discrete element which is part of a larger organisation;
  - Provide consultancy services for a range of activities.

## Requirements of the position

Some or all of the following are needed to perform work at this level:

### Skills, knowledge, experience, qualification and/or training

- Comprehensive knowledge of organisation policies and procedures;
- Specialist skills and/or supervision/management abilities exercised within a multi-disciplinary or major single function operation;
- Specialist knowledge gained through experience, training or education;
- Appreciation of the long term goals of the organisation;
- Detailed knowledge of program activities and work practices relevant to the work area;

- Knowledge of organisation structures and functions;
- Comprehensive knowledge of requirements relevant to the discipline.

### **Prerequisites**

- Degree with substantial experience;
- Post graduate qualification;
- Associate diploma with substantial experience;
- Attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

### **Organisational relationships**

- Works under limited direction from senior employees of the committee of management or board;
- Supervision of staff.

### **Extent of authority**

- Exercise a degree of autonomy.
- May manage a work area or medium to large organisation or multi-worksite organisation;
- Has significant delegated authority;
- Selection of methods and techniques based on sound judgment;
- Manage significant projects and/or functions;
- Solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters.

## Reference Documents

- Vision, Values & Behaviours for Counselling Services
- Wesley Mission Code of Conduct