

GambleAware Therapeutic Counsellor

Harm Reduction and Counselling Services
September 2025

Agreement

Signed–Manager

Signed–Employee

Date

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 conceive, develop and 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: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our vision.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of GambleAware

The GambleAware program exists to reduce Gambling harm across NSW by supporting individuals impacted by problem gambling as well as those who are at risk of developing problematic gambling behaviours.

GambleAware is funded by the Responsible Gambling Fund, Wesley Mission is contracted to provide GambleAware Services Across Northern Sydney and Central Coast

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It achieves its purpose by delivering a stepped, multimodal free service to Individuals, families and communities .

Services include

- Therapeutic Counselling
- Financial Counselling
- Community engagement and education
- Peer- led lived experience support .

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to deliver person centred and flexible therapeutic counselling support to individuals, families and significant others in order to assist in reducing the negative effects of problem gambling

Counsellors use a stepped care model to tailor interventions to each client's needs. Modalities include:

Cognitive Behavioural Therapy (CBT) – to challenge gambling-related distortions and build coping skills

Acceptance and Commitment Therapy (ACT) – to promote psychological flexibility and values-based actions

Motivational Interviewing (MI) – to resolve ambivalence and increase motivation

Dialectical Behaviour Therapy (DBT), Mindfulness, and Trauma-Informed Practice – to address co-occurring conditions and emotional distress

These interventions are supported by tools such as the Gambling Symptom Assessment Scale (G-SAS), Problem Gambling Severity Index (PGSI), and Kessler Psychological Distress Scale (K10)

Our Gambling Counsellors will also be expected to actively participate in community-based education and awareness initiatives in order to raise awareness of Gambling harm, destigmatise help seeking and foster strong relationships with the broader community

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4. Relationships

Reports to:	Regional Manager - GambleAware
Direct reports:	Not applicable
Key relationships:	GambleAware Community and Service lead, GambleAware Team Relevant community and outreach providers Harm reduction and Counselling services support staff
Leadership Framework Level:	Not applicable
Industrial instrument:	SCHADS 5 AWARD

5. Major role responsibilities

Our clients

- provide professional, evidence based therapeutic counselling via face to face, phone and online modes in line with funding requirements, Service delivery plan and clinical delivery plan
- deliver psycho-educational and gambling related group programs
- actively participate in local community events and awareness initiatives to ensure strong GambleAware presence
- provide outreach counselling support to reduce access to service barriers
- ensure collaboration between local services to achieve better cross referral pathways
- ensure collaboration between Wesley Mission services to achieve better cross referral pathways
- monitor, assess and review client progress and outcomes
- ensure holistic approach to client needs is adopted and referrals to wrap around supports take place
- maintain high level of client engagement
- ensure culturally safe and appropriate environment

Our people

- attend and participate in regular support meetings and team meetings
- attend and participate in case conferences, group supervision and clinical supervision
- attend and participate in annual Employee Contribution & Development process
- commit to a continuing process of personal self-development, training and skills acquisition
- work with leadership team consistently review our evidence informed practice model and processes
- ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- be a part of creating a team culture of support and respect

Our operations

- ensure compliance to all policy and procedures

- ensure client files are up to date and maintain correct and relevant information as per policy and procedures
- ensure GambleAware digital platform is utilised and maintained as per policy and procedures
- ensure the reputation and integrity of Wesley Mission and GambleAware brand is maintained at all time

6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.
- maintain current membership of the NSW Psychologist Registration Board (APS) or Psychotherapy & Counsellors Federation of Australia (PACFA) or Australian Counsellors Association (ACA).

7. Performance Measures

- Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

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

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
 - Work in accordance with the organisation's Vision, Mission and Values.
 - Value people through kindness, respect, care and support.
 - Foster trust through honesty, integrity, reliability and fairness.
 - Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
 - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
 - Dedication to developing strong relationships with local community
 - Willingness to learn and accept feedback
 - Demonstrate ability to work unsupervised as well as an effective team player

Essential skills/knowledge

- Demonstrated skills & experience of a broad range of therapeutic approaches when working with individuals, couples and families.
- Membership of professional association (i.e. APS, PACFA, ACA)
- Experience providing psycho education group programs and or community engagement activities
- Ability to work some evenings or Saturday
- demonstrate highly developed communication skills in written and oral situations, with supportive & positive attitude toward all persons for whom there is responsibility, accountability or care
- Computer literacy and ability to maintain digital client files
- Current working with children's check

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Understanding and or experience with addictions, particularly Gambling

Training and qualifications

Relevant tertiary qualification and/or equivalent in counselling or psychology experience and training in addiction and/or gambling counselling

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.