

# Position Description



## GambleAware Helpline Team leader

### Harm Reduction and Counselling services

January 2026

#### 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.

## Overview and purpose of Harm Reduction and Counselling services

### 2.

The Harm reduction and counselling service exists to briefly state the overall purpose of the portfolio.

It achieves its purpose by briefly state how the portfolio fulfils its purpose.

Services include briefly state the service/s the portfolio provides.

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 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.

## 4. Relationships

Reports to:	Regional Manager - GambleAware
Direct reports:	Helpline Telephone Counsellors
Key relationships:	Service leads, Finance, HR, Quality and Risk, Office of Responsible Gambling, Emergency Services, State Providers, Sector Partners, Training Providers
Leadership Framework Level:	Level 4
Industrial instrument:	State the Award or Enterprise Agreement title, or Non-Award Salary. Check with HR if uncertain

## 5. Major role responsibilities

- Dot point the main responsibilities of the role.

## 6. Professional responsibilities

- Focus the work at the level of the role (Leadership Level 4 of the organisation's Leadership Framework). This includes supporting and working in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed for leaders as described in the organisation's Leadership Framework Level 4.
- Prioritise safety throughout your service/s by familiarising yourself with and applying your responsibilities under the Work Health & Safety Management Framework Manual and related safety policies and procedures and site/service procedures. Ensure throughout your service/s that effective safety consultation is occurring via WHS Committees, Health & Safety Representatives and/or formalised Other Agreed Arrangements. Also ensure throughout your service/s that hazards and incidents are reported including near misses, and that they are investigated and resolved in a timely manner. Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work.
- 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.

- Always act in good faith in the organisation's best interests, exercise due care and skill in your work, follow lawful 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 and worship services as encouraged by your supervisor.
- Participate on at least a six-monthly basis in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Take personal responsibility for your personal career development and training.
- Do point any other professional (non role-specific) responsibilities that apply.

## 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 Leadership Behaviours and Capabilities for Leadership Level 4 of the organisation's Leadership Framework, and:
  - Role model the organisation's Vision, Mission and Values.
  - Value people through kindness, respect, care and support.
  - Foster trust through honesty, integrity, reliability and fairness.
  - Work 'at level' (Leadership Level 4), providing strategic leadership, guidance and support or your portfolio and team not reaching into the work of the team unless necessary.
  - Demonstrate personal accountability and ensure the accountability of your team, including conduct, compliance, performance and effective service provision.
  - Ensure a safe, supported and highly engaged work environment by applying the organisation's engagement and safety frameworks, tools and practices for leaders.
  - List other demonstrated behaviours if applicable.

### Essential skills/knowledge

- List the essential skills and knowledge required for the role.

### Desirable skills/knowledge

- Experience in a not for profit or community service organisation.

- List other desired skills and knowledge required for the role.

### **Training and qualifications**

- List training and qualifications required for the role.

### **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.