Position Description

GambleAware Therapeutic Counsellor

Harm Reduction and Counselling Services

June 2026

Agreement	
Signed–Manager	Signed–Employee
Date	Date

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.

Overview and Purpose of Harm reduction and Counselling Services

The work of Harm Reduction and Counselling Services is inspired by Wesley Mission’s vision of a just, compassionate, and inclusive society where all people can thrive. It is guided by the organisation’s mission to demonstrate Christ’s love by serving people in need and informed by a strategic commitment to innovation, collaboration, and social impact.

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

Overview and Purpose of GambleAware Services

The GambleAware program exists to reduce Gambling harm across NSW by supporting individuals impacted by gambling as well as those who are at risk of developing problematic gambling behaviors. GambleAware is funded by the Responsible Gambling Fund, Wesley Mission is contracted to provide GambleAware Services Across the Region.

Our GambleAware Services exist to support prevention, Harm Reduction and Counselling Services to support individuals, families, and communities affected by gambling-related harm. The service recognises that gambling harm can have wide-ranging financial, emotional, relational, and mental health impacts, and that people experience these harms in different ways and at different stages of their lives.

Using a person-centred and non-judgemental approach, the service works alongside individuals to reduce immediate harms while supporting longer-term wellbeing, stability, and positive life changes. The service is inclusive and accessible, particularly for people who may experience stigma, isolation, or barriers to seeking help.

It achieves its purpose by delivering a stepped, multimodal free service to Individuals, families and communities, ensuring our clients are able to access services most appropriate to their needs. Our Services include:

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

Purpose of the Role

The purpose of 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. Your 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 Gambling Harm

- Counsellors use a stepped care model to tailor interventions to each client's needs. Modalities include:
    - Cognitive Behavioral 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 Behavior 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)

As our Gambling Counsellors include providing individualized client support, group programs and actively participate in community-based education and awareness initiatives to raise awareness of Gambling harm, de-stigmatize help seeking and foster strong relationships with the broader community

Relationships

Reports to:	Designated Team Leader
Direct reports:	Not Applicable
Key relationships:	GambleAware Team, HR, Quality and Risk, Office of Responsible Gambling, Emergency Services, State Providers, Sector Partners, Training Providers, Community organisations
Leadership Framework Level:	Not applicable
Industrial instrument:	SCHADS AWARD - 5

Major Role Responsibilities

OUR CLIENTS

- Conduct comprehensive intake assessments and risk assessments in line with clinical governance requirements
- Provide face to face, phone and digital counselling in line with funding requirements and clinical practice
- Monitor, assess and review client progress and outcomes using appropriate tools
- Ensure holistic approach to client needs is adopted and referrals to wrap around supports take place
- Maintain high level of client engagment
- Ensure culturally safe and appropriate enviroment
- Provide soft entry support and opportunities to risk problem gamblers and their families to learn more about the support available and develop strategies to prevent escalation into problematic gambling
- Provide outreach support to reduce access to service barriers
- Develop and deliver psycho-educational and gambling realted group programs
- Participate in local community events and activities to support visibility of GambleAware and strengthen help-seeking pathways
- Ensure collaboration and build strong connections between local services to achieve better cross referral pathways
- Collaboration between Wesley Mission services to achieve better cross referral pathways
- Maintain accurate, timely case notes and documentation in accordance with Wesley Mission and funding guidelines
- Participate in clinical supervision, case reviews and multidisciplinary meetings to support safe, high-quality practice.

Performance Measures:

- Achieve 90% client satisfaction
- 80% client retention rate
- 90% client complete pre and post assessments
- 85% referrals become actively engaged clients
- Achieve or exceed client targets
- Evidence of the application of trauma informed care and practice
- Evidence of application of current best practice in counselling
- Evidence that domestic violence and child protection screening is common practice
- Evidence of quality partnerships and increased cross referrals across sector
- Evidence of quality partnerships and increased cross referrals within Wesley Mission
- Evidence of active participation in community awareness activities
- GambleAware achieves or exceeds all funding requirements, targets and KPI’s
- Evidence of cross referral pathways to service delivery team

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 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
- Maintain current membership of the NSW Psychologist Registration Board (APS) or Psychotherapy & Counsellors Federation of Australia (PACFA) or Australian Counsellors Association (ACA)
- Work with leadership team to 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
- 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 and the 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

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
- 85% attendance scheduled group supervision and case reviews
- 90% attendance line support and team meetings

OUR OPERATIONS

- Ensure compliance to all policy and procedures
- Ensure client files are up to date and maintain correct and relevant information
- Ensure compliance with GambleAware service delivery and Clinical delivery plan
- 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 and GambleAware 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, Digital platform and any relevant to Wesley Mission's work
- Ensure that all client case notes and community engagement activities are recorded in CRM, Digital Platform (or where appropriate).
- 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.

Performance Measures:

- Regular reporting requirements are met
- 95% client files achieve compliance status during random file audits
- Evidence of adherence to brand and key messaging
- Evidence of working knowledge and compliance of:
    - funding specifications and guidelines
    - Wesley Mission employee handbook
    - relevant policy and procedures

OUR FINANCIALS

- Keeping with the values of Wesley Mission
- Wesley resources are maintained and serviced as required
- Commitment to retaining current funding through working within funding guidelines and providing a best practice service

Performance Measures

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

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.
- 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
- Undertake other reasonable responsibilities that contribute to team operations, service quality and organisational priorities, as required by the leadership and management team.
- Maintain all required memberships and checks required for your position and role
- Undertake other reasonable responsibilities that contribute to team operations, service quality and organisational priorities, as required by the leadership and management team.

Performance Measures:

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

Selection criteria

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

Demonstrated behaviours

- Conduct consistent with the organisations Code of Conduct
- Role model the organisations Vision, Mission and Values
- Value people through kindness, respect, care and support
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Demonstrate personal accountability, ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Fostering Trust through honestly, integrity, reliability and fairness while relating well to a range of people with sound listening and problem-solving skills
- Displays unconditional positive regard during all workplace interactions while contributing to a positive and highly engaged work environment
- 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 skills/knowledge

- Demonstrated skills and experience of a broad range of therapeutic approaches when working with individuals, couples, families and youth
- Relevant tertiary qualification and/or equivalent in counselling or psychology
- Understanding and development in co-mobilities, addictions and/or gambling counselling
- Experience community networking and building relationships
- membership of professional association (i.e., APS, PACFA, ACA)
- Ability to work some evenings or Saturday
- Demonstrate highly developed communication skills in written and oral situations, with supportive & positive attitude toward all people for whom there is responsibility, accountability or care
- High level of computer literacy, ability to manage client-based systems and Microsoft suite
- Excellent time management, multi-tasking and follow-up skills
- Willingness to affirm Wesley Mission's vision, mission and values
- Current NSW driver's license
- Current working with children's check
- Police checks and clearances

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Experience in Gambling Harm and addictions

Training and qualifications

- Relevant tertiary qualification and/or equivalent in counselling or psychology
- Demonstrate ongoing training and development to maintain professional development and registrations.

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.