GambleAware Financial 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

Wesley Mission’s Harm Reduction and Counselling Services team 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, 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 Harm Reduction & Counselling Services are:

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

Overview and Purpose of GambleAware Services

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 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

Wesley Mission's GambleAware program provides a stepped, multimodal and individualised approach to supporting clients impacted by gambling, as well as those at risk of developing harmful gambling-related behaviours. A key component of this role is ongoing relationship-building with key stakeholders, both internally and externally, to strengthen pathways, reduce stigma, and increase access to support.

Within this model, our GambleAware Financial Counselling stream is designed to empower clients to actively participate in addressing their financial situation. Financial Counselling provides a doorway into wrap-around support services, ensuring a holistic and collaborative approach is adopted across the service.

Our Financial Counselling service focuses on empowerment and includes counselling, assessing, educating, informing, providing options, negotiating, advocating, mediating, cash-flow management support, personal financial management, referral and the delivery of financial education programs.

GambleAware Financial Counselling provides support to people who:

- have financial concerns or wish to avoid such worries in the future
- cannot meet their financial commitments
- are spending more than they earn
- require help to manage family finances
- need advice on money management and budgeting

Senior Financial Counsellors are expected to contribute to the mentoring, supervision, and development of associate, intern, student, and volunteer financial counsellors, supporting high-quality practice and capability building across the team.

This position works in accordance with SCHADS Award characteristics (Attachment A). Pay rate is dependent on experience and FCAN Associate or Accredited Membership status.

Relationships

Reports to:	Financial Counselling team leader – Vanessa Emery
Direct reports:	Not applicable
Key relationships:	GambleAware staff, Other Wesley employees Service leads, HR, Quality and Risk, Office of Responsible Gambling, Emergency Services, State Providers, Sector Partners, Training Providers
Leadership Framework Level:	Not applicable
Industrial instrument:	SCHADS AWARD (attachment A)

Major role responsibilities

Our clients

- Conduct comprehensive intake assessments and risk assessments in line
- Ensure every interaction with clients and potential clients is underpinned by the principles of unconditional positive regard
- Ensure support provided is person centred and culturally appropriate
- Engage respectfully with priority cohorts and adapt support to meet diverse cultural, linguistic and accessibility needs
- Provide face to face, phone and digital counselling in line with funding requirements
- Support and empower clients who are experiencing financial difficulties to develop short term crisis management solutions and assist to develop long term prevention strategies.
- Provide soft-entry support and opportunities for at-risk individuals and families to learn about available services and develop early strategies to prevent escalation of gambling harm
- Provide education and advice on financial options, rights and responsibilities
- Encourage the development of financial management skills such as budgeting and personal cash flow management
- Provide EAPA and WDO support to eligible clients
- Develop individual and tailored action plan in collaboration with client.
- Provide clients with information, analysis of options, and referrals to appropriate wrap around supports
- Empower clients to be a part of the process and allocate manageable tasks
- Provide advocacy on behalf of clients with creditors
- Monitor, assess and review client progress and outcomes using appropriate tools
- Maintain high level of client engagement throughout the support period
- Maintain an active caseload, the number of new clients and on-going clients to be decided in consultation with supervisor
- Ensure holistic approach to client needs is adopted and referrals to wrap around supports take place
- Provide outreach support to reduce access to service and access barriers
- Participate in local community events and activities to support GambleAware visibility and help-seeking.
- Ensure collaboration and build strong connections between local services and interagencies to achieve better cross referral pathways
- Ensure collaboration between Wesley Mission services to achieve better cross referral pathways

- Integrate peer support by collaborating with peer workers and promoting lived-experience pathways where appropriate.
- Contribute to awareness-raising activities that reduce stigma and increase understanding of gambling harm and available supports
- Co- facilitate financial literacy programs with community engagement , to consumer groups in the community/education settings, this will involve delivery of Wesley Missions developed 'Gambling specific In Charge of my Money' program.
- Open and maintain up-to-date files in accordance with Wesley Counselling Service practice standards
- Ensure all policies and procedures are understood and adhered to, seeking clarity with the supervisor as required

Performance Measures

- achieve 90% client satisfaction
- 80% client retention rate
- 90% client complete pre and post assessments
- 85% referral become actively engaged clients
- deliver 4 gambling financial literacy per year
- funding and personal KPI's achieved
- evidence proactive engagement vulnerable communities
- evidence of quality partnerships and increased cross referrals across sector
- evidence of quality partnerships and increased cross referrals within Wesley Mission

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
- 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 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
- adhere and promote Wesley Mission's vision and values
- provide high level of peer support and mentoring to allocated interns and students
- continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- maintain current FCAN membership
- attend Life of the Mission events as advised by supervisor
- be a part of creating a team culture of support and respect
- attend all scheduled meetings

Performance Measures

- successfully achieved induction and orientation and mandatory training
- successfully complete all training identified in your ECD
- attendance at Wesley Thanksgiving Service and other Life of the Mission events
- evidence of compliance with new practices, policies and procedures
- 90% attendance at team meetings and case conferences
- 95% attendance monthly line support meetings, including probation meetings
- Participation in 360 annual review process

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
- actively promote our service within local communities
- actively particpate in the development and mentoring of new employees including interns and students
- develop professional relationships with local service providers to encourage referal pathways
- contribute to program performance monitoring through reporting systems leading to measurable accountability as required funding bodies
- advocate and communicate the Wesley Mission and GamleAware 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.

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

- Demonstrate responsible stewardship of all resources, and willingness to report impropriety.

- Keeping with the values and expectations 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
- Monthly expenditure remains within budget
- commitment to retaining current funding through working within funding guidelines and providing a best practice service

Performance Measures

- allocated Wesley resources and equipment are well maintained
- ensure annual registration is paid no later then 29 June each year
- If in possession of corporate credit card, ensure monthly reconciliation is completed by 15th each month

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.
- Take responsibility for personal career development and training
- 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

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 organisation's Code of Conduct 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.
- Demonstrate personal accountability and ensure the accountability of your team, including conduct, compliance, performance and effective service provision.
- Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
- Willingness to learn and accept feedback, alongside demonstrating the to work unsupervised.
- Dedication to developing strong relationships with local community
- 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 skills/knowledge

- Essential qualification: Financial Counselling Diploma (including the Problem Gambling Skill Set or willingness to complete)
- Minimum 1 year industry experience as a financial counsellor
- Experience working with clients who have a problem with gambling
- Accredited or Associate member of the Financial Counsellors Association of NSW
- Experience and/or competency in delivering community education programs
- Experience in telephone assessment and counselling skills
- Computer literacy
- Excellent time management, multi-tasking and follow-up skills
- Excellent verbal and written communication skills
- High level of cultural competency
- Understanding of strength-based practices
- Current NSW driver's license
- Current working with children's check

Desirable skills/knowledge

- FCAN recognised peer supervisor
- Sound background and training in general counselling
- Experience in trauma informed counselling
- Experience in a not for profit or community service organisation.
- Experience in gambling harm and addictions

Training and qualifications

- Financial Counselling Diploma
- Associate or Accredited Member of FCAN

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.

Attachment A

Social and community services employee level 4

Characteristics of this level

- A person employed as a Social and community services employee level 4 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally, guidelines and work procedures are established.
- General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.
- Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

Responsibilities

- To contribute to the operational objectives of the workplace, a position at this level may include some of the following: undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- identification of specific or desired performance outcomes;
- contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- provide administrative support of a complex nature to senior employees;
- exercise responsibility for various functions within a work area;
- provide assistance on grant applications including basic research or collection of data;
- undertake a wide range of activities associated with program activity or service delivery;
- develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;
- apply computer programming knowledge and skills in systems development, maintenance and implementation;
- provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;

- where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
    - liaise with other professionals at a technical/professional level;
    - discuss techniques, procedures and/or results with clients on straight forward matters;
    - lead a team within a specialised project;
    - provide a reference, research and/or technical information service;
    - carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods;
    - perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;
    - assist senior employees with the planning and co-ordination of a community program of a complex nature.

Requirements of the position

Skills, knowledge, experience, qualifications and/or training

- knowledge of statutory requirements relevant to work;
- knowledge of organisational programs, policies and activities;
- sound discipline knowledge gained through experience, training or education;
- knowledge of the role of the organisation and its structure and service;
- specialists require an understanding of the underlying principles in the discipline.

Prerequisites

- relevant four year degree with one years relevant experience;
- three year degree with two years of relevant experience;
- associate diploma with relevant experience;
- lesser formal qualifications with substantial years of relevant experience; or
- attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities,
- Employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level.
- Employees working as sole employees will commence at this level.

Organisational relationships

- works under general direction;
- supervises other staff and/or volunteers or works in a specialised field.

Extent of authority

- required to set outcomes within defined constraints;
- provides specialist technical advice;
- freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;
- solutions to problems generally found in precedents, guidelines or instructions;
- assistance usually available.