

GambleAware Helpline Therapeutic Counsellor

Harm Reduction and Counselling Services

June 2026 |

Agreement

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Signed-Manager

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Signed-Employee

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Date

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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 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. The NSW GambleAware Helpline Service operates 24 hours a day, 7 days a week, 365 days per year.

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.

Purpose of the Role

As part of the NSW integrated GambleAware service model, the GambleAware helpline is designed to provide brief, solution focused, phone-based support to individuals and family members who are experiencing gambling harm, as well as providing clear pathways, support options and referrals to local providers, for those seeking ongoing assistance and treatment.

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 brief solution focused phone counselling in line with our funding requirements.

Relationships

Reports to:	Designated Team Leader
Direct reports:	Not Applicable
Key relationships:	GambleAware Team, All early intervention and counselling staff, GambleAware local Providers, Roster co-ordinator, Regional Manager
Leadership Framework Level:	Not applicable
Industrial instrument:	SCHADS AWARD - 5

Major Role Responsibilities

OUR CLIENTS

- GambleAware helpline provides brief, solution focused, phone-based support to individuals and family members who are experiencing gambling related harm. This service also facilitates access to ongoing support options, including referrals to local GambleAware providers.
- Engage clients and Families with empathy and sensitivity, clearly explaining services
- Manage Client calls and provides appropriate cultural information and referrals
- Act as the first point of contact for clients, addressing enquiries and providing information about services available alongside providing brief counselling support.
- Identify and document risk factors
- Support Clients with immediate concerns and direct them to the appropriate resource or service
- Provide a Mini- assessment and screening of all clients requesting a service ensuring eligibility for Service
- Provide a soft and welcoming environment for clients at first point of contact with our Service.
- Support clients with immediate concerns, risk and safety

- Ensure and contribute to providing quality services to our clients, meeting our KPI's and requirements by providing appropriate assessments, scheduling appointments, supported referrals as necessary and providing information in an effective and timely manner.
- Assist leadership and management with various projects and administrative duties as directed
- Maintain high level of client engagement
- Ensure culturally safe and appropriate environment

Performance Measures:

- Achieve 99% client satisfaction
- 80% of calls in shift answered within 30 seconds
- 70% of clients eligible are assessed using PGSI or K10
- 80% of callers referred to a GambleAware provider (including self-help tools)
- 95% of callers receive a call back on the same shift if the original call goes to voicemail
- 100% of client interactions are recorded
- Funding and personal KPI's achieved
- 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
- GambleAware achieves or exceeds all funding requirements, targets and KPI's

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
- Complete Wesley Mission induction and orientation program and mandatory training
- Complete all GambleAware Helpline specific training
- Provide in shift when rostered to do so
- Ensure shift availability is up to date and manager notified immediately if changes occur and Ensure notice is given in line with policy, should you be unable to attend rostered shift
- Commit to a continuing process of self-development, training and skills acquisition
- Maintain current membership of the NSW Psychologist Registration Board (APS) or Psychotherapy and Counsellors Federation of Australia (PACFA) or Australian Counsellors Association (ACA)
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- Attend Life of the Mission events as requested by supervisor
- Be a part of creating a team culture of support and respect
- Promote and ensure adherence to GambleAware brand
- Ensure all Human Resource (HR) policies 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 and 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
- 100% shift attendance or appropriate notice provided

OUR OPERATIONS

- Ensure compliance to all policy and procedures
- Ensure helpline calls are answered in line with contractual obligations
- Adhere to GambaleAware provider practices and protocols
- Ensure client notes 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
- 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
- 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
- Commitment to retaining current funding through working within funding guidelines and providing a best practice service

Performance Measures

- Wesley resources are well maintained

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 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
- Maintain all required memberships and checks required for your position and role

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 honesty, 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
- Willingness to learn and accept feedback

Essential skills/knowledge

- Demonstrated skills and experience of a broad range of therapeutic approaches
- Relevant tertiary qualification and/or equivalent in counselling or psychology
- Willingness to work a rotating roster for a 24-hour, 365-day helpline. Specifically able to commit to shifts between the hours of 2pm-6am
- Understanding and development in co-morbidities, addictions and/or gambling counselling
- Membership of professional association (i.e. APS, PACFA, ACA)
- 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 working with children's check
- Police checks and clearances

Desirable skills/knowledge

- Experience in Gambling Harm and addictions
- Experience in telephone assessment and counselling skills
- Experience using Translating Interpreter Services

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.

