**Position Description**

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| **Title:** | Practice Manager Gambling Help |
| **Position Number:** | 20573 |
| **Agreement Coverage:** | RASA Enterprise Agreement 2019 |
| **Classification Level:** | Grade 7 |
| **Team:** | Gambling Help Service |
| **Reports to:** | Executive General Manager Post Separation and Gambling Help Services |
| **Primary Location:** | Adelaide CBD |

**Primary Objective**

The Practice Manager is responsible for providing practice leadership and support to staff providing counselling and case management to clients in RASA’s Gambling Help Services. The Gambling Help Service (GHS) incorporates gambling help counselling and financial counselling to individuals, couples and families who are adversely affected by their own or someone else's gambling, and our two 'Lived Experience in Gambling' programs - the Consumer Voice Program and the Peer Support Service.

Working in conjunction with the Executive General Manager, the Practice Manager will support the development and maintenance of high quality service delivery across regions, as well as effective engagement with the community and industry to raise awareness of gambling-related harm. The Practice Manager will also lead staff to ensure high quality data input into RASA's client information system, Penelope. The Practice Manager will collaborate closely with Multicultural GH services and other programs within RASA to promote cross referral and case management.

**Position Responsibilities**

* Lead key service process activities including intake, screening, assessment, referral, interagency liaison, case planning, management and service review for GHS clients.
* Undertake a limited client caseload of complex cases as required to ensure knowledge of process and maintenance of counselling skills.
* Support contract management of the GHS by writing reports, monitoring contract deliverables, and liaising with government staff as required.
* Ensure high quality practice across RASA's suite of Gambling Help Services.
* Provide practice development opportunities and supervision to GHS staff.
* Develop and implement practice policies, training and accreditation, and regular professional development for the regional GHS and Lived Experience in Gambling staff.
* Build positive relationships with sector and cross-sector stakeholders to enable collaborative activities where possible and enhance warm referrals.
* Lead staff to develop engagement and awareness raising activities with and/or for industry, human services and community groups.
* Maintain knowledge of current research and information about gambling harm in South Australia, nationally and internationally and provide specialist information to the Executive General Manager as required.
* Monitor data entry practices across GHS to ensure data accuracy ahead of data exports and annual data analysis and work with Regional Managers to lead the implementation of program requirements.
* Participate as required in overall organisational planning and management, policy and service development, implementation and evaluation.
* Work collaboratively with regional managers and relevant team leaders to ensure that operational and practice requirements are aligned.
* Contribute to tenders as required.

**Qualifications and Experience**

Essential

* A tertiary qualification in Social Work, Psychology, Counselling or the equivalent expertise in relevant theoretical methodologies.
* Extensive counselling and practice supervision experience.
* Significant experience in working with clients experiencing comorbid conditions such as mental health, alcohol and other drugs, and domestic violence.
* Experience working with Aboriginal and CALD individuals, couples and families.

Desirable

* Experience in working with individuals, couples and families adversely affected by gambling.

**Skills, Knowledge and Abilities**

* Substantial experience working with individuals, couples and families - particularly those living with the impacts of trauma/adverse childhood experiences, and/or co-morbid factors of alcohol and substance misuse, and/or mental health challenges.
* Proven expertise in risk screening, assessment, case planning and review.
* Proven expertise in collaborative case management and effective interagency liaison.
* Experience in the supervision of staff delivering services to individuals, couples and families.
* Knowledge of and experience working within a public health framework.
* Ability to work with minimal direction, to be flexible and adapt to changing work demands.
* Ability to contribute positively to organisational management and support operations towards the achievement of program and organisational goals.
* Ability to foster and model productive working relationships with a wide range of people, working sensitively and effectively on an interpersonal level with stakeholders, staff and management.
* Understanding of financial counselling.
* Ability to write clearly and professionally for a variety of audiences.
* Ability to work with proficiently with Microsoft Office programs (including Excel)

**Requirements**

* Current valid driver’s license
* Own vehicle for use during working hours
* A satisfactory DHS Working with Children Check.
* A satisfactory National Criminal History Check
* Flexibility to work extra hours/days to cover leave and other contingencies
* Ability to adapt and perform duties as required by changing program needs
* Some out of hours work and inter / intra-state travel may be required.
* Appropriate attire for the professional representation of RASA with all stakeholders

**Work Health and Safety**

* Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
* Comply with any reasonable instruction given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

**Direct reports**

N/A

**Values and Behaviours**

The values and behaviours expected of RASA staff are outlined in the RASA Values, Ethics and Principles statement and the RASA Shared Behaviours statement. The duties outlined in this position description are to be read in conjunction with these statements along with the values outlined below.

**Diversity:**  We believe that human diversity contributes to a rich and vibrant society.

We recognise the importance of culture in the lives of individuals and value cultural diversity.

We believe in each person’s expression of their spirituality and the importance of all religions.

We respect the diversity of relationships between and in individuals, families and communities.

**Respect:** We believe in the unique and innate worth of all individuals.

We value the right of all people to live in safety and be treated with respect.

We support an equitable, just and non-discriminatory society.

We believe in the importance of living in harmony with our environment.

**Belonging:** We recognise the importance of a sense of connection and belonging in people’s lives.

We value the importance of caring and loving relationships for couples, families, kin and friends.

We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.

**Learning:** We believe that people should have the opportunity to learn and change throughout their lives.

We value people’s right to make choices and learn from their experiences.

We believe in the importance of working and living together and learning from each other.

**Acknowledgement**

I have read, understood and accept the position as documented in this position description.

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| Employee Name: |  |
| Signature: |  |
| Date: |  |