



Aboriginal Family Support Services  
Together with the community

# Gambling Support Worker Aboriginal Gambling Help Services

Full Time (or 0.8 FTE) position Available – Port Augusta  
\$85,145.84 – \$89,611.60 + Super and Salary Sacrifice

**Aboriginal and Torres Strait Islander people are strongly encouraged to apply**

## Your new employer

Aboriginal Family Support Services is a lead, Aboriginal Community Controlled Organisation that has been providing services to Aboriginal families and communities across South Australia for over 40 years.

## Your new role

Involves working collaboratively with individuals, families and communities across a broad range of strategies to raise awareness and to assist people to reduce or stop gambling. To succeed in this demanding but rewarding role you will need strong relationship building, facilitation and communication skills. You will be required to liaise and consult with a broad cross-section of the community and the industry, including licensed venues. Relevant qualifications in the Social Sciences, Behavioural Sciences or Community Services field will be well regarded.

## Who we are looking for

Do you understand the issues that lead to gambling? Are you able to develop and facilitate programs that support community members to overcome their gambling habits? Are you able to actively engage community groups and organisations to create awareness and education options around gambling and its impact on communities?

## To be successful you will need

- Valid and full South Australian Driver's Licence
- Safe Environments for Children and Young People Certificate
- Working With Children Check
- NDIS Worker Screening Check clearance
- National Police Check

## Ideally you will have

- Extensive experience in the delivery of education and awareness sessions
- Demonstrated experience in being able to work with Aboriginal communities and representatives across the Government and NGO sectors

Don't have a WWCC? You can apply on-line at [www.sa.gov.au/screening](http://www.sa.gov.au/screening)

Working in a not for profit agency you can salary sacrifice to increase your take home pay.

**If this sounds like you** scroll down to view the Job & Person (J&P) Specification

**Then** tell us in a 2 page cover letter (that addresses the Key Result Areas in the J&P) why you're a good fit for this job and send this with your resume to [recruitment@afss.com.au](mailto:recruitment@afss.com.au)

For more information please call **Darlene Allen** on 08 8641 0907 (**Business Hours, 9am-5pm Mon-Fri**)

**Applications close 9am on Friday 31 January 2025**

**We look forward to receiving your application, however if you do not provide a 2 page cover letter addressing your skills and experience against the Job and Person Specification, we are unlikely to consider your application. Please note we will commence interviews as applications are received.**



## Aboriginal Family Support Services

### Job and Person Specifications

Position Details	
Position	Gambling Support Worker
Program	Aboriginal Gambling Help Services
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Salary Range: Level 4
Hours	Full time
Hours per week	38 hours per week
Duration	Ongoing
Fixed term / maximum term end date	Not applicable.
Location	Port Augusta
Reporting Relationships	Gambling Support Workers report on a day-day basis to their local Manager (Pt Augusta) or to the Senior Manager, Regional Services.
Effective date	ASAP
Funding Sources	Office of Problem Gambling, Department of Human Services, Government of South Australia:
Mandated Notifier	Aboriginal Family Support Services provides residential care services for children, and the incumbent, like all employees, is a Mandated Notifier as prescribed by the Children and Young People (Safety) Act 2017 (SA).
Approved By	Senior Manager, Regional Services



## Aboriginal Family Support Services

### Job and Person Specifications

<b>Program Overview</b>	
<p>The Aboriginal Gambling Help Service (AGHS) is funded by the Office for Problem Gambling (OPG) through the Gamblers Rehabilitation Fund. Overall objectives include: provide appropriate gambling intervention services to assist individuals and their families to address gambling issues; work collaboratively with communities to raise awareness of the impact of gambling on individuals, families and communities; to develop strong links with the gaming industry (including hotels and clubs – gaming venues), industry representatives and other gambling help services and provide culturally appropriate gambling help services to Aboriginal people.</p>	
<b>Position Objectives</b>	
<p>The Gambling Support Worker provides a range of gambling intervention services and community wellbeing programs that assist to build individual, family and community resilience to the issues presented by gambling. AFSS AGHS Services are offered in Berri, Port Augusta, Port Lincoln and Murray Bridge.</p>	
<b>Job Specifications</b>	
<b>Key Result Areas</b>	<p>The Key Result Areas outline expectations that AFSS has of its Case Manager. They align with AFSS Aspirations, Values and Strategic Plan and requirements as outlined in both State and Australian Government Service Agreements. The Case Manager will be required to participate in regular supervision with their manager against each of the Key Result Areas below. They align with the requirements of the Stronger Families Funding Agreement with the Department of Human Services, with AFSS Strategic and Operational Plans and AFSS Policies and Procedures.</p>
<b>Key Result Area 1</b>  <b>Service Delivery</b>	<p>Provide appropriate gambling harm minimisation support to individuals or family members:</p> <ul style="list-style-type: none"> <li>• identifying gambling behaviours with clients (and where required with their family members) and tailoring support systems to respond to individual needs and family needs</li> <li>• providing one on one support to allow clients to identify and self-manage their gambling behaviours</li> <li>• provide advocacy and referrals to assist clients - and their families where required - to access additional support services to address their gambling behaviours</li> </ul> <p>supporting clients to achieve their desired goals (as outlined in a client case plan) within specified timeframes.</p>
<b>Key Result Area 2</b>  <b>Awareness and Education</b>	<p>Actively promote the AFSS Aboriginal Gambling Help Service Awareness and Education Program by:</p> <ul style="list-style-type: none"> <li>• planning and delivering the AGHS Awareness and Education Program to individuals and or their affected family or communities, NGOs and other agencies as required</li> <li>• facilitation of gambling awareness activities, presentations and workshops</li> <li>• promoting the AGHS at community events through information stalls and interactive activities</li> <li>• development of strong relationships with communities and community service organisations to facilitate referral pathways into the AFSS AGHS.</li> </ul>



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### Job and Person Specifications

<p><b>Key Result Area 3</b></p> <p><b>Office for Problem Gambling, Industry Engagement and Networking</b></p>	<p>Develop and maintain networks with the gaming industry, gaming venues, the gambling help sector and other stakeholders:</p> <ul style="list-style-type: none"> <li>• an ability to develop and maintain relationships with stakeholders across both government, industry and community sectors</li> <li>• keeping clear records on the frequency and level of active engagement with local venues including hotels and clubs and other gambling help services</li> <li>• actively networking and engaging with gambling industry representatives</li> <li>• participation in and contributions to industry specific networks, forums, workshops and conferences.</li> </ul>
<p><b>Key Result Area 4</b></p> <p><b>Administration &amp; Transparency</b></p>	<p>Actively manage the completion of administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities:</p> <ul style="list-style-type: none"> <li>• submitting high quality reports that are factual, clear and concise and adequately respond to the information required by Senior Managers, the Chief Executive and funding bodies</li> <li>• ensuring that all clients contact, and engagement is appropriately documented and recorded on AFSS data collection systems – CRM, DEX, H2H (and other data systems as required)</li> <li>• making use of the appropriate time keeping processes at AFSS including the Attendance Register and the use of Outlook Calendar to record daily movements, meetings and other work-related commitments</li> <li>• ensuring that Application for Leave forms and supporting documentation (Medical Certificates) are lodged within appropriate timeframes.</li> </ul>
<p><b>Key Result Area 5</b></p> <p><b>Service Excellence &amp; Continuous Improvement</b></p>	<p>Maintain and model an ongoing commitment to continuous improvement in the provision of services to internal and external customers by:</p> <ul style="list-style-type: none"> <li>• actively demonstrating a commitment to Service Excellence across AFSS</li> <li>• demonstrated ability to function autonomously when required as well as a strong focus on teamwork</li> <li>• abiding by AFSS policies and procedures, and Strategic and Operational Plans</li> <li>• participating in continual improvement processes across all levels of AFSS</li> <li>• act as an ambassador for AFSS during all interactions with clients, communities, partner agencies and services.</li> <li>• EEO/Diversity – All AFSS employees must recognise and adhere to the principles of Equal Opportunity. This means being non-discriminatory in all they say and do and recognising and accepting the value of diversity within the AFSS and broader community.</li> <li>• Probity – All AFSS employees must undertake all their duties in an open and honest manner. Employees must never use their position for personal gain either directly or indirectly. AFSS employees are obligated to recognise and report any instances where a conflict of interest may arise either for themselves or other AFSS employees.</li> <li>• Customer Service – All AFSS employees are required to make a commitment to providing the highest level of Customer Service to all those people and organisations that they deal with while undertaking their duties.</li> <li>• Continuous Improvement – All employees at AFSS are required to undertake their duties in an environment whereby the commitment to continuous improvement is a core value and accompanies all activities.</li> </ul>



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### Job and Person Specifications

Person Specifications	
<b>Physical Requirements</b>	<ul style="list-style-type: none"> <li>• This position is held in an accommodation house that includes a staff office and requires the ability to operate standard equipment and keyboards.</li> <li>• While performing the duties of this job, the employee may be regularly required to sit, stand, walk, talk, see, and hear.</li> <li>• Performing administrative duties that require use of a phone, computer, monitor, keyboard, and mouse.</li> <li>• Standing or sitting for periods as required.</li> <li>• Speaking clearly so listeners can understand.</li> <li>• Undertaking light manual tasks that may involve forward or backward bending/twisting at the waist, pushing, pulling, lifting light objects, including shopping bags etc.</li> <li>• Driving an AFSS vehicle, in accordance with WHS requirements below</li> </ul>
<b>Psychological Requirements</b>	<ul style="list-style-type: none"> <li>• Self-management – Ability to plan, Prioritise and organise your workload in a way that contributes to successful outcomes.</li> <li>• Able to remain calm whilst managing multiple tasks effectively.</li> <li>• Ability to adapt and respond appropriately in changing situations or when under pressure.</li> <li>• Be able to work under tight deadlines.</li> <li>• The employee must maintain emotional control under stress.</li> <li>• Ability to appropriately communicate with staff at all levels.</li> <li>• Ability to display a positive and helpful attitude.</li> <li>• Ability to take initiative, work independently and work with minimal supervision.</li> <li>• While performing the duties and responsibilities, needs to execute a set of manners, behavioral disposition, and etiquette.</li> <li>• Excellent problem-solving skills and attention to detail.</li> <li>• Effective time management</li> <li>• Leadership requires wide range of Psychological Skills Including Strategic Thinking, Problem Solving, Communication and emotional Intelligence.</li> <li>• Problem-solving skills - Identify the problem and generate possible solutions.</li> </ul>
<b>Qualifications</b>	Qualifications in Social Sciences, Behavioural Sciences, Community Services and related fields are desirable but not essential.
<b>Experience</b>	Experience in working with Aboriginal individuals, families and communities - or the ability to do so - is essential.
<b>Skills</b>	Demonstrated high-level organisational skills, communication skills, writing skills and an ability to positively interact with AFSS employees, clients, industry representatives, gaming staff and Aboriginal communities. Computer literacy with the Microsoft Office suite of products.
<b>WHS</b>	<p>AFSS is committed to Work, Health, Safety and Wellbeing across all activities and program areas and all employees are required to actively participate in WHS&amp;W policies, practices and procedures.</p> <ul style="list-style-type: none"> <li>• Ensure understanding of and compliance with all current organization policies, procedures and work practices relevant to Occupational Health Safety and Welfare in the workplace</li> <li>• Take personal responsibility for adopting safe work practices in all activities undertaken including ensuring no activities undertaken will adversely affect the health safety and welfare of other persons</li> <li>• Obey all reasonable instructions in relation to health and safety at work</li> </ul>



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	<ul style="list-style-type: none"> <li>• Participate in the development of site and agency-based policies and procedures where required</li> <li>• All AFSS employees have an obligation to work safely at all times and not endanger their own well-being or the well-being of others. This includes employees at AFSS as well as members of the public. Furthermore, all employees are obligated to report any hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them.</li> </ul>
<b>Knowledge</b>	An in-depth knowledge and working understanding of Aboriginal communities across South Australia and the challenges faced by Aboriginal children, young people, families and communities.
<b>Travel</b>	Intrastate and interstate travel involving overnight absences may be required in some roles
<b>Licences / Screening</b>	<p>This position requires the incumbent to hold and maintain:</p> <ul style="list-style-type: none"> <li>• Valid and full South Australian Driver's Licence</li> <li>• Safe Environments for Children and Young People Certificate</li> <li>• Working with Children Check</li> <li>• NDIS Worker Screening Check clearance</li> <li>• National Police Check</li> </ul>
<b>General</b>	The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.