

Position title	Gambling Awareness Engagement Officer
Position number	P2046
Employment status	Full time
Department	Health and Wellbeing
Location	Rumbalara Road, Mooroopna
Position reports to	Supervisor
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Level 3, Pay Point 1 - 4 (based on experience and qualifications)

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Ageing and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$30+ million and a workforce of approximately 300+ people. RAC is a significant employer and economic contributor to the region and plays a high-profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.



ROLE PURPOSE
<p>The Gambling Awareness Engagement Officer will be responsible for delivering culturally appropriate gambling harm prevention, education, and support services to Aboriginal individuals, families, and communities. The role involves community engagement, culturally safe program delivery, and collaboration with Aboriginal and non-Aboriginal service providers to reduce gambling-related harm</p>
KEY SELECTION CRITERIA
<p>Qualifications and Registrations:</p> <p>Experience in community development, health promotion, or support work</p> <p>Knowledge and skills:</p> <ul style="list-style-type: none"> • Demonstrated knowledge of the impacts of gambling on Aboriginal communities. • Ability to work independently and as part of a team • Knowledge of the social, emotional, and financial impacts of gambling on individuals, families, and communities • Understands the importance of confidentiality in Aboriginal communities • Experience with reporting writing and data collection
KEY RESPONSIBILITIES
<p>1. Technical Capabilities</p> <ul style="list-style-type: none"> • Design and implement culturally safe workshops, yarning circles, and outreach activities focused on responsible gambling and harm minimisation. • Provide informal support and facilitate access to culturally appropriate counselling and financial services for individuals and families impacted by gambling • Deliver education sessions to community to raise awareness about the risks of gambling • Work collaboratively with clients to develop realistic action plans and financial strategies • Work closely with Rumbalara internal services and external agencies to connect individuals, families, and community members at risk of or affected by gambling harm to a broad range of health and wellbeing, financial capability, cultural, and social support programs • Collaborate with gaming venues to improve accessibility and awareness of self-exclusion options, ensuring individuals can make informed choices to reduce gambling-related harm. • Work closely with financial counsellors, gambling help services, and support networks to coordinate holistic care and minimise further financial harm. • Advocate for and negotiate with creditors on behalf of clients experiencing gambling-related financial hardship, ensuring fair, compassionate, and sustainable financial outcomes • Liaise with banks, utility companies, lenders, and other creditors to request hardship variations, debt waivers, or repayment plans. • Uphold strict client confidentiality and comply with ethical guidelines in financial advocacy and counselling • Maintain accurate records, contribute to project evaluation, and assist in reporting outcomes to funding bodies and community stakeholders • Represent Rumbalara at gambling harm minimisation forums, advocating for the needs, voices, and cultural perspectives of Aboriginal communities to support the development of culturally safe and effective strategies • Perform all other duties as requested by your manager



2. Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making.
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view).
- Provide support and proactively engage with the clients and broader community.
- Establish and maintain relationships with clients, community and Rumbalara staff and team members.

3. Administrative Capabilities

- Attend staff meetings.
- Submit accurate timesheets and claim forms (if applicable) in a timely manner.
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills.
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time.
- Follow correct policy and procedure directions at all times.
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours.

EMPLOYMENT CONDITIONS

- Have a current National Police Check.
- Hold Valid Driver's License, without restriction.
- Hold current Employee Working with Children's Check.
- Covid Vaccination Certificate in accordance with the government guidelines.
- All staff are required to sign a confidentiality agreement on appointment to the organisation.
- Probationary / qualifying periods apply to all positions.
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view).
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view).
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff.
- Tenure of positions at RAC will be tied to existing contracted funding arrangements.