



Position Description

Position Title	Community Education Officer
Classification & Stream	Social, Community, Home Care and Disability Services Industry Award 2010 Level 6, Community Development stream
Division	Crossroads Youth & Family Services Network / State Social Command
Reports to	Senior Venue Support Worker
Date	23 August 2018

Primary Purpose of the Position	<ul style="list-style-type: none">• Increase community awareness and knowledge about gambling and gambling-related harm• Plan, promote and deliver 'Love the Game' School Education and Sporting Club Program• Develop and deliver education sessions to a range of professional and community groups• Relationship building and stakeholder engagement (networking and developing new relationships/partnerships; managing and maintaining existing relationships/partnerships)
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About The Program

Melbourne Counselling Service (MCS) is a program of the Crossroads Youth & Family Services Network which operates within State Social Command (Vic) of The Salvation Army Southern Territory (TSA).

MCS operates the following programs:

- **Gambler's Help City & Inner North (GHCIN)** – GHCIN is part of the Victorian State Government's Integrated Problem Gambling Strategy; it is one of nine Gambler's Help (GH) programs funded by the Victoria Responsible Gambling Foundation (VRGF). GHCIN comprises four service components: therapeutic counselling, financial counselling, community education and venue support
 - **Moneycare Financial Counselling Program** – the Salvation Army Moneycare network operates Australia-wide, providing free generalist financial counselling for anyone experiencing financial difficulties
 - **REPAIR Family Violence Demonstration Project** – REPAIR is a Department of Health & Human Services-funded pilot project providing young people with access to creative therapeutic programs tailored specifically to their needs
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About The Salvation Army Australia

The Salvation Army Australia Mission Statement

The Salvation Army is a Christian movement dedicated to sharing the love of Jesus. We share the love of Jesus by:

- caring for people
- creating faith pathways
- building healthy communities
- working for justice

The Salvation Army Australia Values Statement

Recognising that God is already at work in the world, we value integrity, compassion,

respect, diversity and collaboration.

We commit ourselves in prayer and practice to this land of Australia and its people, seeking reconciliation, unity and equity.

Expected Outcomes

Direct Service

- Design, implement and evaluate community education and health promotion projects in relation to problem gambling and its determinant issues
- Deliver VRGF school and sporting club programs in accordance with provided guidelines and prepared educational materials
- Complete community education and development project work in accordance with a philosophy of evidence-based practice and within a health promotion framework
- Build awareness of gambling related harms within the health and community sectors across GHCIN catchments
- Design, develop and deliver innovative projects within a public health framework for a variety of audiences

Service Development

- Participate in the design, development and delivery of professional development programs
- Promote GHCIN services to local service networks
- Contribute to the development of program knowledge through involvement in projects, preparation of articles and involvement in presentations at workshops and conferences
- Participate in service and program planning, review, monitoring and evaluation activities, as appropriate
- Provide feedback to program and service management regarding emerging community trends and the changing gambling environment

Teamwork and Networking

- Establish and maintain excellent collaborative working relationships that contribute towards the achievement of organisational, program and service aims and objectives
- Work collaboratively with other GHCIN team members to provide integrated service initiatives
- Actively participate in team and program meetings and activities

Other Duties

- Perform other relevant duties as requested by the Senior Venue Support Worker and Program Manager as appropriate
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Scope

The Community Education Officer role sits within the Specialist Financial Assistance & Gambling Support team and has strong connections to the Gambler's Help Clinical team.

This position has no direct reports.

Key Selection Criteria

Qualifications and Experience

- Tertiary qualifications in health promotion, community development or other related disciplines are mandatory
- Relevant experience in a community service environment

Capabilities

Specialist Competencies

Professional Specialisations

- Excellent knowledge of the theory and practice of community education and integrated health promotion principles
- Knowledge and demonstrated understanding of responsible gambling approaches and the impacts of gambling related harm upon individuals, couples, families and wider communities
- Demonstrated confidence in public speaking
- Knowledge of all current social media platforms to benefit the organisation

Sector Knowledge and Experience

- Knowledge of the following sectors:
 - Gambling
 - Health services
 - Mental Health (including AOD)
 - Youth
 - CALD and Indigenous communities

General Competencies

Time and Task Management

- Performs own role and responsibilities effectively
- Uses available tools effectively to assist with planning and organising

Interpersonal Dynamics and Communication

- Regulates own behaviours
- Conveys information effectively, both verbally and in writing
- Is appropriately assertive when expressing own ideas and opinions

Client Service

- Provides service appropriate to needs
- Respects boundaries and limits of own role and capabilities

Continuous Improvement

- Reflects on practice
- Identifies and acts on opportunities for improvement

Diversity and Conflict

- Recognises and responds appropriately to differences in culture, style and viewpoint
- Minimises and resolves tensions in the workplace

People Capability

- Maintains awareness of own skills, strengths and gaps
- Actively works to address skill and knowledge gaps

Personal Attributes

Ethical

- Reflects expected standards of behaviour and codes of conduct
- Acknowledges and learns from mistakes

Client-focussed

- Demonstrates empathy
- Ensures client needs remain key focus

Resilient

- Recovers from and deals with setbacks and challenging or

stressful experiences

- Maintains appropriate self-care
- Maintains perspective

Self-aware

- Recognises impact of own behaviour and emotions on others
 - Reflects on and learns from experience
 - Receives and responds to constructive advice
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Requirements of the Position

- Current national police record check
- Current and valid Working with Children Check
- Current Victorian Driver's Licence. The position requires use of own motor vehicle (mileage allowance applies)

After hours work may be required of this position.

Signatures

Employee Name	Signature	Date
Manager Name	Signature	Date
