



Responsible Gaming Liaison Officer

Crown Melbourne Position Description

Position Number	70248	Department	Responsible Gaming
Position Title	Responsible Gaming Liaison Officer	Location	Melbourne
Reports To (role)	Responsible Gaming Operations Manager	Last Modified	February 2017
Number of Direct Reports	0	Number of Indirect Reports	0
VCGLR Licences Required	Category A	Role Breadth	Organisation wide

Position Summary

Reporting to the Responsible Gaming Operations Manager (RGOM), the Responsible Gaming Liaison Officer (RGLO) is responsible for the provision of responsible gaming programs and services and assisting with the operation and promotion of the Responsible Gaming Support Centre (RGSC). The RGLO is responsible for providing guidance and direction to other Crown Melbourne (Crown) staff as subject matter experts and works a 24 hour/seven day roster to provide support and assistance to customers, their families, staff and others.

As an integral component of Crown's corporate strategy for exceptional business practice, the RGLO operates in a complex and multi-faceted environment, fostering relationships across internal and external stakeholders, delivering responsible gaming leadership and corporate compliance. The RGLO is required to make decisions and operate cognisant to multiple priorities, and position all behaviour and decisions in the context of broad organisational strategy.

Key Result Areas

Key Position Accountabilities	% of Role	Key Activities and Tasks	Outputs & Measures
Customer Service and Operations	30%	<ul style="list-style-type: none"> As a subject matter expert utilise available resources including Responsible Gaming Psychologists (RGPs) the Chaplain, interpreters, Security Services and external community service providers to deliver and tailor responsible gaming programs and services for customers requesting assistance or those who have been identified as potentially requiring responsible gaming programs and services in a timely, prioritised and professional way Responsible and accountable on a shift basis for the operational delivery of responsible gaming programs and services to customers and staff where applicable Responsible and accountable on a shift basis for the operational delivery guidance and assistance to Crown management in matters relating to responsible gaming Ensure customers are made aware of internal help services 	<ul style="list-style-type: none"> Accurate and timely records completed and maintained using required systems and registers and in accordance with the Victorian Commission for Gambling and Liquor Regulation (VCGLR) and Responsible Gambling Code of Conduct (Code) requirements Agreed processes with stakeholders for the management of customer issues resulting in the best outcomes for the customer and Crown Appropriate and timely referral to internal and community based services Customer comments received Staff comments received RGOM and Management feedback Performance management

		<p>including RGP's and the Chaplaincy Support service</p> <ul style="list-style-type: none"> • Ensure decisions are based on customer welfare with an emphasis on removing barriers to seeking help externally (e.g. Gambler's Help services and Financial Counselling) 	
Communication and Influence	25%	<ul style="list-style-type: none"> • As subject matter experts, provision of information and facilitated sessions to internal and external stakeholders, at times solely or with RGP's and/or management; both on and off site • Provide operational training and coaching to new RGLOs where applicable • Provide a visible presence throughout the Crown Complex, with a focus on the casino floor, gaming product and staff • Promote the RGSC to both internal and external stakeholders and contribute to building relationships with these stakeholders positively and professionally • Attend gaming briefings and musters per the established processes and timing • Make recommendations for service escalation or sanctions for customers based on internal guidelines and/or information that may impact negatively on the customer or Crown • Maintain strict levels of confidentiality with customers of the RGSC 	<ul style="list-style-type: none"> • Information and facilitated sessions delivered professionally and relevant documentation completed accurately • Participation in Responsible Gambling Awareness Week activities • Completion of new RGLO training and coaching and completion of relevant documentation • Attendance at Responsible Gaming external events as they are available • Feedback from internal and external stakeholders • Attendance at briefings and musters recorded and feedback and ideas provided • Recommendations prepared accurately and in a timely way • Accurate and timely records completed and maintained using required systems and registers and in accordance with the VCGLR requirements • Performance management
Strategic and Business Planning	20%	<ul style="list-style-type: none"> • Monitor Responsible Gaming research and offer recommendations for adaptation to RGSC, Responsible Gaming Department and/or Crown generally • Ensure ongoing development of industry knowledge and provision of recommendations for implementation of services and programs • Assist the RGOM with the development, review and update of department policies and procedures • Complete other projects as identified and required • Position all behaviour and decisions in the context of broad organisational strategy • Be cognisant of reducing exposure to risk, both material and reputational • Assist with management of Responsible Gaming budget through efficient use of RGSC 	<ul style="list-style-type: none"> • Research reviewed and recommendations made • Responsible Gaming service and program improvements made • Policies and procedures reviewed and updated • Professional behaviours are consistently in line with briefed expectations • Other projects completed as required • Record of attendance at briefings and musters • Appropriate professional behaviours displayed • Material and reputational risks identified and mitigated • Budget is adhered to • Performance management

		resources including discretionary use of cab vouchers and complimentary parking	
Crown Procedural Compliance	20%	<ul style="list-style-type: none"> As per the Power of Attorney granted by Crown, issue Self-Exclusion Orders as requested by customers Preparation of customer files for Compliance/VCGLR As a subject matter expert of the Code, be clear about Crown's commitment to and compliance with the Code and provide information and guidance to internal and external customers on the content of the Code Contribute and assist with the Self-Exclusion Revocation process and provide further insight based on interactions with the customer Attend incidents where young children have been located without a parent or guardian Attend incidents where a customer may be a suicide risk Set up Corporate Crisis Management Centre as directed 	<ul style="list-style-type: none"> Self-Exclusion Orders issued accurately and in accordance determined processes and the <i>Casino Control Act 1991 (Vic)</i> Customer files prepared accurately and in a timely manner Completion of training Contribution in Self-Exclusion Revocation meetings Crisis incidents attended and completed according to procedure Corporate Crisis Management Centre mock-set up completed and participation as required Performance management
Health and Safety	5%	<ul style="list-style-type: none"> Adhere to CrownSAFE and RGSC policy, procedures and systems relating to health and safety Take reasonable care for own and others health and safety; Cooperate with Crown in relation to actions taken to comply with Occupational Health & Safety Legislation Not wilfully or recklessly interfere with or misuse anything provided in the interest of health, safety and welfare To inform the appropriate manager of any health & safety problem or defect which may give rise to danger and reporting promptly any incident which may occur Complete regular supervision sessions with RGPs 	<ul style="list-style-type: none"> Hazards/Incidents reported immediately Performance management Participation in department meetings, workplace inspections, risk assessments etc. Training records

Qualifications and Experience

Qualifications	<ul style="list-style-type: none"> <i>Tertiary qualifications highly desirable</i>
Experience	<ul style="list-style-type: none"> <i>Experience and demonstrated ability working with minimal supervision</i> <i>Experience and demonstrated ability working in a highly regulated environment (preferably gaming related)</i> <i>Experience and demonstrated ability working in a complex environment with a strong customer focus</i>

Skills and Knowledge

Skill or Knowledge Area	Proficiency Required	Why is this required
External stakeholder management including government, regulatory and community groups	Advanced	To ensure Crown's continued reputation as best practice in the delivery of RG services and programs.
Problem Solving and Decision Making	Advanced	To ensure prioritised delivery of services, cognisant of internal and external factors that may affect customer outcomes and Crown's reputation.
Networking and relationship building skills	Advanced	To ensure open channels of communication with relevant stakeholders to effectively communicate Crown's commitment to responsible gaming.
Understanding of gaming and casino operations	Advanced	To deliver responsible gaming programs, services and develop recommendations that complement Crown operations.
Knowledge of Responsible Gaming practice and information	Advanced	To provide information and guidance to relevant internal stakeholders, develop recommendations and strategy and ensure emerging issues are identified.
Strong customer service focus with an emphasis on customer care	Advanced	To ensure responsible gaming program and service delivery is of highest standard of customer care.
Sound understanding of Compliance and Regulatory processes	Advanced	To ensure applicable regulatory requirements are met and relevant audits conducted in line with relevant Acts, Regulations, Ministerial Directions and VCGLR Guidelines.
Presentation and facilitation skills	Advanced	Internal and external responsible gaming presentations and facilitated sessions able to be delivered ranging from Minister/Board level to employee level with a wide range of audience size.

Key Relationships/Interactions

Role	Internal/External	Frequency	Purpose/Nature of Contact
Responsible Gaming Operations Manager	Internal	Daily	Receive guidance and feedback. Assignment of other tasks as required.
Responsible Gaming Office Coordinator	Internal	Daily	Assistance with administrative tasks.
Responsible Gaming Psychologists	Internal	Daily	Personal welfare, customer referral and guidance regarding customer assistance.
Chaplain	Internal	Daily	Personal welfare, customer referral and guidance regarding customer assistance.
Security Managers	Internal	Daily	Provide guidance and support where RG issues have been identified, including assistance with the issuance of self-exclusion.
Gaming Managers	Internal	Daily	Provide guidance and support where RG issues have been identified, including assistance with the issuance of self-exclusion.
Group General Manager Responsible Gaming	Internal	Daily	Provide recommendations and discuss strategy.
VCGLR	External	Daily	Attendance at self-exclusion breach incidents.
Legal / Compliance Managers	Internal	Monthly	Witness Self-Exclusion Statements. Assist with VCGLR hearings.
Other Responsible Gaming and Community Service providers	External	Monthly	Discuss Responsible Gaming initiatives and build professional relationships.

Decision Making and Advice

Decisions this role makes alone	<ul style="list-style-type: none"> • Issuance of Self-Exclusion Orders • Recommendations for customer care including escalation to external service providers • Unattended children escalation to Victoria Police • Customers who are at risk of self-harm escalation to Victoria Police and Metropolitan Ambulance Service • Training and coaching of new team members
Decisions this role makes under guidance	<ul style="list-style-type: none"> • RGSC briefing audience and content • Information and facilitation session content
Advice/Recommendations this role provides	<ul style="list-style-type: none"> • Issuance and escalation of Withdrawal of Licence • Issuance and escalation of Exclusion Orders • Policy and/or procedural changes • Departmental training requirements • Other recommendations as requested by RGOM
Decisions this role escalates	<ul style="list-style-type: none"> • Complex decisions involving risk related customer matters <ul style="list-style-type: none"> • Budget expenditure

Financial Impact and Accountability

Direct Financial Accountability	Authority to issue Parking, F&B, Cabcharge vouchers and engage an external interpreting services as required
Indirect Financial Influence (optional)	Responsible Gaming Department Budget

Other Information

The RGLO regularly interacts with customers and staff experiencing various levels of distress. It is imperative that the RGLO maintains strict levels of confidentiality at all times.

All RGLOs are required to work a 24 hour/seven day, rotating roster including weekends and public holidays.

Organisational Chart

