



Crown Melbourne Position Description

Position Number		Department	Operations
Position Title	Responsible Gaming Psychologist	Location	Melbourne
Reports To (role)	General Manager	Last Modified	27/02/2015
Number of Direct Reports	0	Number of Indirect Reports	0
Licences Required	VCGLR- Category A Casino Special Employees Licence	Role Breadth	Organisation Wide

Position Purpose

Reporting to the General Manager – Responsible Gaming, this role is responsible for providing support as required for crisis intervention, counselling, assessment and referral to problem gambling, support or welfare services; for the promotion of the Responsible Gaming Support Centre (RGSC) within Crown and to the broader community; for assisting in revocation of self-exclusion applications; for assistance in the development of responsible gaming training; and for training, support and supervision of Responsible Gaming Liaison Officers (RGLO) and other Crown employees.

The incumbent must maintain professional expertise in areas relevant to the role at the RGSC; maintain data collection in accordance with Crown's standard operating procedures to enable evaluation and assessment of RGSC operation; and must maintain professional expertise in accordance with the requirements of the Australian Psychological Society (APS), as well as registration with the Australian Health Practitioner Regulation Agency (APHRA).

This role requires a demonstrated strong business orientation, with the ability to view the business perspective on issues relating to customers; as well as political sensitivity regarding issues pertaining to customers and the business, to consider all decisions in the context of both the business and the customer's needs.

This position functions predominantly as part of the Responsible Gaming Support Centre (RGSC) and works closely with RGSC staff and the General Manager.

Key Result Areas

Key Position Accountabilities	% of Role	Key Activities and Tasks	Outputs	Measures
Advice, Consulting and Information	30%	<ul style="list-style-type: none"> • Ongoing support of customers, telephone enquiries, Crown staff and RGLOs as required in response to crisis situations. • Assessment, treatment and referral of customers at counselling appointments. • Provision of facility for immediate counselling assistance 24 hours a day, seven days a week, as deemed necessary by the RGLO. • Ensure equity of access to non-English speaking customers by utilising the Telephone Interpreter Service. • Facilitate links between clients and relevant referral services when necessary. • Refer to appropriate services, 	<ul style="list-style-type: none"> • Advice to Managers and Employees • Research reports and professional opinion • Availability and maintenance of reading material for clients including CALD material 	<ul style="list-style-type: none"> • Manager and Employee feedback • Client feedback • Referrals to treatment providers

		<p>accessed through the Community Referral Directory.</p> <ul style="list-style-type: none"> • Generate and maintain relevant reading material to assist clients. 		
Training and support	30%	<ul style="list-style-type: none"> • Provide training relevant to the RGLOs including appropriate crisis intervention, management of distressed customers, referral material and sources of support. • Provide training for RGLOs in relation to self-care. • Provide any other training as identified. • Assist in the development of responsible gaming training. • Provide supervision/debriefing as required to maintain well-being of team members/quality assurance/feedback on development of the role of RGLOs. • Provide counselling support as ancillary or pathway to self-exclusion process. • Provide to the General Manager regular feedback on operational and staff matters. 	<ul style="list-style-type: none"> • Facilitation of Professional Development sessions for employees and other service providers • Provide debriefings and supervision • Provide counselling 	<ul style="list-style-type: none"> • Training material developed, reviewed and updated as required • Presentations completed • Supervision completed • Counselling provided
Expertise in and promotion of Responsible Gaming	20%	<ul style="list-style-type: none"> • Assist in generation and maintenance of printed material promoting the RGSC. • Generate and maintain links with Gambler's Help services and other relevant community, educational and research services. • Provide information and training sessions as required. • Review relevant literature and current trends in treatment intervention and assessment in the field. • Provide briefing as required on relevant material. • Enable monitoring and quality assurance of RGSC. 	<ul style="list-style-type: none"> • Analysis of documents and presentations • Strategy commentary and input • Research reports and professional opinion • Policy and procedure documents regularly reviewed and updated as requested • Business proposals submitted to General Manager • Summaries of Responsible Gaming related research 	<ul style="list-style-type: none"> • Materials reviewed • Implementation of proposals • Timely creation of reports and/or recommendations as required. • Reports and opinion provided • Research summaries provided
Compliance	20%	<ul style="list-style-type: none"> • Contact relevant medical practitioner, psychologist or counsellor whose reports accompany revocation of self-exclusion applications in a timely manner. • Provide written assessment of report for the revocation of self-exclusion committee. • Maintain membership of the Australian Psychological Society. • Participate in professional development activities, conference presentations as 	<ul style="list-style-type: none"> • Completion and presentation of reports • Participation in professional development activities 	<ul style="list-style-type: none"> • Provision of practicing certificate/registration number • Completion and presentation of reports as required • Evidence of participation in professional development activities

Qualifications and Experience

Qualifications	<ul style="list-style-type: none"> • Tertiary Qualification in Psychology • Registration with the Australian Health Practitioner Regulation Agency • Membership of Australian Psychological Society
Experience	<ul style="list-style-type: none"> • Minimum 5 years' experience in related field (psychology and gaming industry, casino experience highly desirable) • Variety of organisational settings • Significant background in corporate consultation • Psychological competence regarding wide range of presenting issues – assessment and evaluation • Significant experience in the gambling field, preferably direct experience in a casino environment. • Psychological expertise in counselling and crisis management. • Skilled motivational interviewer. • Awareness of community resources and how to access them • Experience in training, clinical supervision and debriefing of staff and other Psychologists

Skills and Knowledge

Skill or Knowledge Area	Proficiency Required	Why is this required
Professional Knowledge	Advanced	This role requires extensive experience in therapeutic application of psychological principles
Negotiation and Influence	Advanced	In providing therapeutic intervention to clients and employees to assist them to make positive behavioural changes
Communication	Advanced	To counselling in an empathetic and skilful manner
Adult learning and training	Intermediate	This role will often be providing training to adults and designing training materials on a range professional issues related to the operation of the RGSC
Analysis	Intermediate	This role will regularly conduct analysis of moderate complexity for reporting purposes
Database entry	Basic	This role requires database entry skills to record client information
Microsoft Office	Intermediate	This role will often be creating documents and presentations in Microsoft Office
Supervision	Advanced	This role provides psychological supervision for RGLOs and assistance to other Crown employees
Responsible Gaming	Advanced	Investigating and assisting in implementing Best Practice in Responsible Gaming
Compliance	Advanced	Adherence to legislative requirements and regular interpretation of existing rules and procedures

Key Relationships/Interactions

Role	Internal/External	Frequency	Purpose/Nature of Contact
Responsible Gaming	Internal	Daily	Manage appointments and liaison; supervision and

Liaison Officer			discussion of customer/client welfare
Responsible Gaming Office Coordinator	Internal	Daily	Manage appointments and liaison; supervision and discussion of customer/client welfare
Responsible Gaming Operations Manager	Internal	Daily	Discuss responsible gaming issues and employee and customer/client welfare
Customers/Clients	External	Daily	Provide counselling and referrals
Employees	Internal	Monthly	Crisis intervention and referral
General Manager Responsible Gaming	Internal	Weekly	Discuss employee and customer/client welfare. Provide recommendations and discuss strategy
Chaplain	Internal	Weekly	Discuss responsible gaming issues and employee/customer/client welfare
Legal Managers	Internal	Monthly	Revocation meetings and professional advice on other matters
Gambler's Help	External	Monthly	Discuss responsible gaming initiatives and build professional relationships
Other Welfare Services 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"> • Prioritisation of own day to day and weekly tasks • Client referral • Advice on day to day and short to medium term issues to management • Supervision of team members
Decisions this role makes under guidance	<ul style="list-style-type: none"> • Advice to business on issues of a longer term nature or that will have a significant strategic or budgetary impact
Advice/Recommendations this role provides	<ul style="list-style-type: none"> • Identification of emergent research • Identification on team training needs • Advice on responsible gaming strategies for the benefit of the business • Advice to business on professional matters
Decisions this role escalates	<ul style="list-style-type: none"> • Advice to business on issues of a longer term nature or that will have a significant strategic impact • Decisions on departmental policy

Financial Impact and Accountability

Direct Financial Accountability	None
Indirect Financial Influence	None

Other Information

Key to this role is professional knowledge, communication skills and analysis skills, as well as the ability and focus on the protection of Crown's reputation whilst addressing the needs of the customer.