



## Responsible Gaming Advisor

### Crown Position Description

Position Number	MEL 09971	Department	Responsible Gaming
Position Title	Responsible Gaming Advisor	Location	Crown Melbourne
Reports To (role)	Responsible Gaming Operations Manager	Last Modified	3/6/2019
Number of Direct Reports	0	Number of Indirect Reports	0
VCGLR Licences Required	Casino Special Employee Licence	Role Breadth	Crown Melbourne

#### Position Summary

Reporting to the Responsible Gaming Operations Manager (RGOM), the Responsible Gaming Advisor (RGA) is responsible for the implementation and delivery of Responsible Gaming programs and services with the aim of minimising harm for customers and their families. The RGA also assists with the operation and promotion of the Responsible Gaming Centre (RGC). Acting as a subject matter expert, the RGA provides guidance and direction to other Crown Melbourne (Crown) staff and works a 24 hour/seven day roster to provide support and assistance to internal and external stakeholders, including Crown customers and their families, staff and others

As an integral component of Crown's corporate strategy for exceptional business practice, the RGA operates in a complex and multi-faceted environment, fostering relationships across all business units, delivering Responsible Gaming leadership and corporate compliance. This necessitates a proactive role that requires the RGA to be on the gaming floor for a substantial part of their shift. The RGA is required to make decisions and operate cognisant to multiple priorities, and position all behaviour and decisions in the context of broad organisational strategy.

The RGA regularly interacts with stakeholders experiencing various levels of distress. The RGA is responsible for adhering to strict levels of confidentiality.

#### 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"> <li>Coordinate referrals to and use of available resources including Responsible Gaming Psychologists (RGPs) the Chaplain, interpreters, Security Services and external community service providers as a subject matter expert.</li> <li>Manage ongoing delivery and tailoring of Responsible Gaming programs and services for customers requesting assistance or those who have been identified as potentially requiring the services in a timely, prioritised and professional manner</li> <li>Responsible and accountable on a shift basis for the operational delivery of Responsible Gaming programs and services to Management, staff and customers</li> <li>Ensure customers are made aware of internal services including RGPs and Chaplaincy Support</li> <li>Make decisions based on customer welfare with an emphasis on removing barriers to seeking help externally (e.g. Gambler's Help services and Financial Counselling)</li> </ul>	<ul style="list-style-type: none"> <li>Accurate and timely records completed and maintained using required systems and registers in accordance with the Victorian Commission for Gambling and Liquor Regulation (VCGLR) and Responsible Gambling Code of Conduct (Code) requirements</li> <li>Agreed processes in consultation with stakeholders for the management of customer issues resulting in the best outcomes for the customer and Crown</li> <li>Appropriate and timely referrals to internal and external services</li> <li>Positive customer service delivered and feedback received from customer Staff comments received</li> <li>RGOM and Management feedback</li> <li>Annual and ongoing performance management</li> </ul>

Communication and Influence	25%	<ul style="list-style-type: none"> <li>Facilitate information sessions to internal and external stakeholders as subject matter experts, at times solely or with RGPs and/or management; both on and off site</li> <li>Deliver operational training and coaching to new RGAs</li> <li>Proactively provide a visible presence throughout the Crown complex with a focus on the casino floor, gaming product portfolio and staff network</li> <li>Promote the RGC to both internal and external stakeholders</li> <li>Contribute to building relationships with these stakeholders positively and professionally</li> <li>Attend gaming briefings and musters as per the established processes and timing and share knowledge with the rest of the team</li> <li>Recommend service escalation or sanctions for customers based on internal guidelines and taking into account information that may impact the customer or Crown</li> <li>Maintain strict levels of confidentiality with all stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Facilitated information sessions delivered professionally with relevant documentation completed accurately</li> <li>Participation in Gambling Harm Awareness Week activities</li> <li>Completion of new RGA training, coaching and completion of relevant documentation</li> <li>Feedback from internal and external stakeholders</li> <li>Attendance at briefings and musters recorded and feedback and ideas provided</li> <li>Recommendations prepared accurately and in a timely manner</li> <li>Accurate and timely records completed and maintained using required systems and registers and in accordance with the VCGLR requirements</li> <li>Annual and ongoing performance management</li> </ul>
Strategic and Business Planning	20%	<ul style="list-style-type: none"> <li>Monitor Responsible Gaming research and offer recommendations for adaptation to RGC, Responsible Gaming Department and/or Crown</li> <li>Responsible for the ongoing development of industry knowledge and recommendations for implementation of services and programs</li> <li>Assist the RGOM with the development, review and update of department policies and procedures</li> <li>Position all behaviour and decisions in the context of broad organisational strategy</li> <li>Reduce exposure to risk, both material and reputational</li> <li>Assist with management of Responsible Gaming budget through efficient use of RGC resources</li> <li>Complete other projects as identified and required</li> </ul>	<ul style="list-style-type: none"> <li>Research and review recommendations made</li> <li>Responsible Gaming service and program improvements made</li> <li>Policies and procedures reviewed and updated</li> <li>Professional behaviours are consistently in line with briefed expectations</li> <li>Other projects completed as required</li> <li>Record of attendance at briefings and musters</li> <li>Appropriate professional behaviours displayed</li> <li>Material and reputational risks identified and mitigated</li> <li>Budget is adhered to</li> <li>Annual and ongoing performance management</li> </ul>
Crown Procedural Compliance	15%	<ul style="list-style-type: none"> <li>Issue Self-Exclusion Orders as requested by customers as per the Power of Attorney granted by Crown</li> <li>Preparation of customer files for Compliance/VCGLR</li> <li>Advise on and ensure Crown's commitment to and compliance with the Code as a subject matter expert by providing information and guidance to internal and external customers on the content of the Code</li> <li>Contribute and assist with the Self-Exclusion Revocation process and provide further insight based on interactions with the customer</li> <li>Resolve and attend to incidents where young children have been located without a parent or guardian and escalate or report where necessary</li> <li>Resolve and attend incidents where a customer may be a suicide risk and escalate or report where necessary</li> <li>Set up Corporate Crisis Management Centre as directed</li> </ul>	<ul style="list-style-type: none"> <li>Self-Exclusion Orders issued accurately and in accordance with determined processes and the Casino Control Act 1991 (Vic)</li> <li>Customer files prepared accurately and in a timely manner</li> <li>Completion of training</li> <li>Contribution in Self-Exclusion Revocation meetings</li> <li>Crisis incidents attended and completed according to procedure</li> <li>Corporate Crisis Management Centre mock-set up completed and participation as required</li> <li>Annual and ongoing performance management</li> </ul>
Compliance	5%	<ul style="list-style-type: none"> <li>Ensure compliance with and adherence to all relevant legislation and policies and procedures in relation to Responsible</li> </ul>	<ul style="list-style-type: none"> <li>Compliance training completed and up to date.</li> <li>Compliance matters actioned and followed</li> </ul>

		<p>Service of Gaming (including training), and the Responsible Gambling Code of Conduct.</p> <ul style="list-style-type: none"> <li>Compliance at all times to legislative requirements, company policies and company Code of Conduct.</li> </ul>	up as required.
Health & Safety	5%	<ul style="list-style-type: none"> <li>Adhere to all Crown Health and safety responsibilities and requirements as detailed in the CrownSAFE Health and Safety Responsibilities (General)</li> </ul>	<ul style="list-style-type: none"> <li>Outputs/measures as detailed in the CrownSAFE Health and Safety Responsibilities (General)</li> </ul>

### Qualifications and Experience

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

### 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	Internal	Daily	Receive guidance and feedback. Assignment of other tasks as required.

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

#### Decision Making and Advice

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

#### Financial Impact and Accountability

Direct Financial Accountability	Authority to engage external interpreting services as required
Indirect Financial Influence (optional)	Responsible Gaming Department Budget

#### Other Information

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

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

**Organisational Chart**

