

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Community Educator/Venue Support Worker
Directorate / Service / Program	Therapeutic Services / Gambler's Help
Reports to	Health Promotion and Intake Leader
Location	Warrnambool
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	April 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Community Educator / Venue Support Worker delivers prevention and early-intervention initiatives aimed at reducing gambling-related harm across the Barwon and South West regions. The role combines community education, health promotion, and capacity-building with gaming venue engagement, supporting the creation of safe and responsible gambling environments.

The position operates within Meli's Gambler's Help program, funded by the **Department of Health, Victoria**, and contributes to statewide gambling harm-reduction objectives through community capacity-building, workforce training, early intervention, and improved access to support services. Activities include training delivery, partnership development, community engagement, and venue-based support to help staff identify and respond to signs of gambling harm.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

Community Education & Health Promotion:

- Develop, implement and evaluate community education and health promotion activities aligned with state gambling-harm prevention priorities funded by the Department of Health.
- Build and maintain strong relationships with local organisations, community groups, health and welfare services, local government, and priority population communities to increase awareness of gambling harm and available support pathways.
- Contribute to community and workforce capacity to recognise early signs of gambling harm and promote help-seeking.
- Participate in the development and distribution of harm minimisation resources.

Venue Support Program:

- Deliver Responsible Service of Gambling (RSG) and other mandated training consistent with Department of Health program requirements, to build the capability of venue staff to identify and respond to gambling harm.
- Support gaming venues to meet Responsible Gambling Codes of Conduct and implement evidence-based harm-minimisation strategies.
- Provide guidance on environmental improvements and safe gambling practices within venues.
- Support venue staff in responding to patrons showing signs of gambling harm and facilitate pathways to Gambler's Help support services.
- Assist with the self-exclusion program when needed.
- Maintain ongoing partnerships between gaming venues and Gambler's Help services.

General Accountabilities:

- Participate in scheduled supervision sessions, and team and organisational meetings to support reflective practice, service quality, and continuous improvement.
- Contribute effectively as a member of a team, engaging in professional collaboration to deliver client-focused services.
- Complete accurate and timely data entry and reporting for all programs in accordance with internal requirements and funding body specifications and deadlines.
- Engage in ongoing professional development and mandatory training to maintain capability and best-practice service delivery.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture

- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Certificate IV in Training and Assessment TAE40116.
- A tertiary qualification in Community Development/ Education, Health Promotion, Social Work, Psychology or diploma level.
- Demonstrated experience and/or knowledge in health promotion, community development or community services.
- Experience in the delivery of adult training and presentations.
- An understanding of the signs, impacts, and dynamics of gambling harm.
- Experience working with a range of stakeholders and community groups to develop effective collaborative partnerships.
- Broad understanding of the hospitality industry, gaming industry and the operation of venues.
- Excellent interpersonal and communication skills, and the ability to work independently.

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Department of Health, Victoria — Gambler’s Help Program (funder and program oversight)
- Gaming venue management and staff
- Local government, education, health and community organisations
- Other statewide Gambler’s Help providers, including Community Educators and Venue Support Workers

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Sometimes
Repetitive manual tasks	Sometimes
Working in buildings which may have stairs <i>(Reasonable adjustments can be made)</i>	Sometimes
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Often
Bending, lifting, pushing, pulling	Rarely
Working alone or at a co-located site	Often
Confrontational/confronting situations <i>(Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)</i>	N/A
Working outside in differing weather conditions	Rarely
Working on-call and/or after hours	N/A
Attending external locations including client homes	Often

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are

committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+,

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.