



Position Description

Position Number		Department	Responsible Gaming
Position Title	Responsible Gaming Advisor	Location	Melbourne
Reports To (role)	General Manager Responsible Gaming	Last Modified	October 2020
Number of Direct Reports	None	Number of Indirect Reports	None
Licences Required	Employee Licence (CP and CM)	Role Breadth	Gaming, Legal and Compliance

Position Purpose and Summary

Reporting to the General Manager Responsible Gaming (GMRG), the Responsible Gaming Advisor (RGA) is responsible for the implementation and delivery of Responsible Gaming (RG) programs and services with the aim of minimising harm for customers and their families. The RGA on duty assists with the management of the customer facing operation of the Responsible Gaming Centre (RGC) which operates 24 hours, 7 days a week.

Acting as a subject matter expert, RGAs assist with the Self Exclusion, Revocation, Third Party Exclusion programs and support customers who may be experiencing difficulties associated with their gaming behaviours. The role necessitates an RGA to often operate in an environment where they are dealing with negative human behaviours and complex life issues which include responding to crisis' and critical incidents.

As a vital service contributor to 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. 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. Our RGA's are charged with upholding Crown's commitment to responsible gaming and responsible gaming best practice. This includes mitigating risk and the protection of Crown's reputation as a responsible gaming operator.

Key Result Areas

Key Position Accountabilities	% of Role	Key Activities and Tasks	Outputs	Measures
Customer Service & Operations	40%	<p>Responsible for management of the following incidents including the responsibility of providing outcomes which are aimed at customer harm minimisation and risk mitigation to Crown:</p> <ul style="list-style-type: none"> Respond to the needs of customers, family members and internal staff as related to RG matters Be accessible to both customers and staff to provide support, advice and to assist in dealing with customers who may be experiencing problematic gaming behaviour Assist with the management of Cross Property Self Exclusion (CPSE) applications Assist with the management of Third Party Applications Assist with the management of Mahogany Room VIP Membership upgrades, including interviewing all members with previous RG history to determine suitability Actively monitor for and respond to Concerning Behaviour/Observable Signs and Indicators in a timely fashion Actively monitor for customers breaching their Self Exclusion/Involuntary Exclusion Monitor and respond to breach incidents Monitor and respond to incidents where 	<ul style="list-style-type: none"> Customer service levels maintained Respond to CPSE Applications and Applications for Revocation of Self Exclusion Issuing CPSE Applications Writing revocation reports, for consideration by Responsible Revocation Committee (Business Operation Team level) Escalation of Concerning Behaviour/Observable Signs reports to GMRG where required Completion of Self-Harm Assessment Checklist and co-ordination of appropriate response/action to ensure the safety of the individual Advice / support 	<ul style="list-style-type: none"> Customer feedback Self exclusion applications and revocations are responded to promptly Third party applications are responded to promptly Successful referral of customers Customer issues dealt with in a timely manner Customer feedback Departmental feedback Community feedback Mahogany Room membership upgrades responded to promptly

		<p>customers have been identified gaming for extend periods without a significant break in play and determine outcome</p> <ul style="list-style-type: none"> • Completion of three month follow ups for CPSE where nominated, reiterating support options available • Completion of mandatory three month Revocation and Mahogany Room membership follow up to assess gaming behaviour • Monitor and respond to incidents where minors have been located unsupervised • Provide support in incidents where customers require crisis intervention (Self-Harm, Mental Health, Domestic Violence, Sexual Assault) • Refer customers to service providers such as gambling and financial counsellors determined as best suited to respond to their individual requirements 	<p>provided to relevant internal and external stakeholders</p> <ul style="list-style-type: none"> • Consultation with key stakeholder • Referrals to service providers • Processing of Mahogany Room VIP membership upgrades 	
Communication & Influence	30%	<ul style="list-style-type: none"> • Promote Crown Resort's commitment to World's Best Practice in delivering all gaming experiences in a safe and responsible manner • Responsible and accountable for championing RG awareness through staff briefing sessions and every day interactions, promotion of RG programs and initiatives and the RG Code of Conduct • Influence and nurture working relationships with key departments and stakeholders to ensure an engagement with responsible gaming by all staff, encouraging reporting and compliance in dealings with RG related matters • Be approachable through being visible and maintaining strong relationship with departments and staff • Support GMRG in building relationships with service providers and other support services to raise awareness of RG services and programs • Where required, to facilitate presentation of Responsible Gaming face to face component of Orientation training of all new Crown employees • Where required, deliver training and promote awareness to a range of internal and external stakeholders including staff, customers, family members and community groups both on and off site • Provide information and assistance to staff, as a subject matter expert on RG matters • Assist GMRG with data collating for reporting to Legal Services, AML, VIP Gaming, Gaming, Security, Surveillance, Management and Executives 	<ul style="list-style-type: none"> • Intervention and responsive program initiatives • Training programs • Communications and RG messaging • Awareness programs • Key stakeholder relationships 	<ul style="list-style-type: none"> • Effectiveness of RG programs • Participation in Gambling Harm Awareness Week activities • Successful outcomes • RG knowledge and awareness of staff and community groups • Effectiveness of communications • RGA and Team feedback • Management feedback • Department feedback • Stakeholder feedback • Customer feedback • Community feedback
Compliance	15%	<p>Compliance with and promotion of the Crown Responsible Gaming Pillars:</p> <ul style="list-style-type: none"> • Awareness – supporting harm minimisation by building awareness of 	<ul style="list-style-type: none"> • Legal Compliance certificates and surveys • Compliance matters actioned/ followed up 	<ul style="list-style-type: none"> • No adverse findings • Internal Audit reports

		<p>responsible gambling programs and services for staff and customers;</p> <ul style="list-style-type: none"> • Assistance – contributing to harm minimisation by providing assistance to customers in managing their gambling behaviours; and • Responsibility - delivering an environment where the potential for harm is minimised and a culture of responsible gambling is embedded in the organisation. • Ensure compliance with and adherence to all relevant legislation and policies and procedures, including the RG Code of Conduct, Employee Code of Conduct and Crown Company Policies • Reduce Crown's exposure to risk, both material and reputational • Promotion of Crown's commitment to responsible gaming and harm minimisation practices and compliance • Regular review and audit of all Responsible Gaming brochures, forms and information ensuring all materials are readily available to customers 	<ul style="list-style-type: none"> • RG information assessable to customers 	
Strategic & Business Planning	10%	<ul style="list-style-type: none"> • Familiarity with Crown's Responsible Gaming (RG) Strategic Plan • Assist the GMRG with the development, review and update of RG department policies and procedures • Provide recommendations for continuous improvement of RG administration tasks 	<ul style="list-style-type: none"> • RG Programs • Awareness • Efficiencies 	<ul style="list-style-type: none"> • RG Program is continually developed, improved and maintained • RG Program are effectively administered
Health and Safety	5%	<ul style="list-style-type: none"> • Familiarity with and adherence to all Crown Health and Safety obligations and responsibilities. • OHS Inspections completed 	<ul style="list-style-type: none"> • OSCAR reports • OHS Inspection reports 	<ul style="list-style-type: none"> • No adverse findings

Qualifications and Experience

Qualifications	<ul style="list-style-type: none"> • Tertiary qualifications highly desirable
Experience	<ul style="list-style-type: none"> • Experience and demonstrated ability working in high-stress, complex environments with a strong customer focus • Exceptional communication and conflict negotiation skills • Demonstrated ability to work effectively in a multi-disciplinary team environment • Ability and confidence to work autonomously • Experience in setting and monitoring outcomes, meeting planned targets and deadlines, balancing competing priorities and achieving program outcomes • Compliance with and adherence to relevant, policies and procedures • Highly compliant with management of confidential or sensitive information • Maintain comprehensive and accurate records • Demonstrated ability to communicate and work constructively with culturally diverse groups • Knowledge and understanding of community networks

Skills and Knowledge

Skill or Knowledge Area	Proficiency Required	Why is this required
Assessment	Advanced	This role will be required to assess the wellbeing of customers where there are immediate concerns for their welfare.
Relationship Building	Advanced	This role will be required to build and maintain effective working relationships with a variety of stakeholders.
Theoretical Concepts	Intermediate	This role will be required to apply appropriate knowledge of theoretical concepts.

Counselling	Intermediate	Whilst this is not a counselling role, an understanding of counselling approaches is critical and crisis counselling will occasionally be relevant.
Report Writing / Microsoft Office	Advanced	This role will be required to write reports containing recommendations and therefore must be able to generate comprehensive reports and reasoned recommendations.
Communication	Advanced	Both written and verbal communication are essential as this role will regularly interact with colleagues, customers and community groups.
Cultural	Advanced	This role will interact with customers from a variety of cultural backgrounds so an understanding of cultural differences is essential.

Key Relationships/Interactions

Role	Internal/External	Frequency	Purpose/Nature of Contact
General Manager Responsible Gaming	Internal	Daily	To receive tasks and seek guidance or authorisation on issues. Escalation of customer matters.
Responsible Gaming Advisor	Internal	Daily	To provide mentoring and support and assist in the development of the necessary skills and knowledge to assist customers experiencing problem gaming behaviour and their families.
Responsible Gaming Revocation Committee (BOT level)	Internal	Monthly	Providing written reports including recommendations on suggested course of action and updates on post revocation behaviours
Security Management and Staff	Internal	Daily	RG training and awareness. Provide guidance and support on RG matters. Co-ordinate assistance for attending RG incidents.
Gaming Management and Staff	Internal	Daily	RG training and awareness. Provide guidance and support on RG matters.
Surveillance	Internal	Daily	RG training and awareness. Request for monitoring and incident management.
Legal and Compliance	Internal	Weekly	Witness CPSE Statements.
AML	Internal	As required	Completion of SMR reports and investigation of potential RG customers identified by AML.
All Crown Staff	Internal	Daily	Presentation of Orientation and RG training. Foster a positive culture of RG programs and support available to customers.
Gambling Help VIC	External	Weekly	Cultivate relationship and work with GHVIC with a view to delivering positive customer outcomes. Referrals.
Community Service Providers	External	As required	Cultivate relationship and work with service providers with a view to delivering positive customer outcomes. Referrals.

Decision Making and Advice

Decisions this role makes alone	<ul style="list-style-type: none"> • Issuing CPSE • Concerning behaviour outcomes about the customer's ability to remain at the Casino • Play Period (extended play) outcomes including liaising with relevant Casino Managers to determine when customers leave and issuing of 24 hour exclusions • Unattended minor incident outcomes including recommendations to issue exclusion notices and/or recommendation to report to DCS and law enforcement agencies. • Crisis Intervention including co-ordination of relevant support services and recommendations to issue RG Welfare exclusions • Referral Services • Closing Incidents • Assist in training and mentoring of new team members • Prioritisation of own day to day, and weekly tasks
Decisions this role makes under guidance	<ul style="list-style-type: none"> • Complex customer interventions • Compliance matters
Advice/Recommendations this role	<ul style="list-style-type: none"> • Policy or procedural changes

provides	<ul style="list-style-type: none"> • All decisions which may have legal or reputational implications RG and internal stakeholder training requirements • Issuance of barring notices • Revocation reports • Third Party reports • Concerning behaviour/Observable Signs incidents • Mahogany Room membership upgrades • Advice to Gaming about concerning customer behaviour
Decisions this role escalates	<ul style="list-style-type: none"> • All decisions which may potentially impact the reputation of the business, the relationship Crown has with customers (eg, high profile players) key stakeholders, and the immediate well-being of customers at risk of harm. • Budget expenditure

Financial Impact and Accountability

Direct Financial Accountability	None
Indirect Financial Influence	None