

POSITION DESCRIPTION

1. POSITION TITLE Housie Worker	2. POSITION LOCATION/S Newcastle West	3. DIRECT MANAGER Executive Director, Social Enterprises
4. SERVICE AREA Social Enterprises	5. CLASSIFICATION Grade 2 Amusement, Events and Recreation Award 2020	

7. POSITION SUMMARY

Housie, also known as Bingo, is a popular game of chance that requires precise management and coordination to ensure smooth gameplay and participant satisfaction.

The Housie Worker will be responsible for overseeing all aspects of the game, from setup, calling games, selling cards and raffle tickets, prize distribution, cleaning and packing away after the sessions and canteen assistance. This role will be ensuring fairness, compliance with regulations, and a fun atmosphere for all players.

8. PERSONAL ATTRIBUTES / SELECTION CRITERIA

Essential

- A welcoming and inclusive manner.
- Sound organisational skills and good attention to detail.
- A clear and concise communicator who displays confidence when addressing a large group of people with a microphone.
- An ability to interact positively and courteously with customers and co-workers.
- Ability to remain calm and composed under pressure.
- Must be reliable and punctual.
- Maintaining up-to-date knowledge of rules and procedures
- Sound administrative skills that will facilitate the completion of documentation and computer entries to ensure compliance with gaming legislation.
- Demonstrated understanding and execution of sound manual handling techniques.

9. QUALIFICATIONS/LICENCES/EXPERIENCE

ESSENTIAL

- Hold and maintain a current NSW "Responsible Conduct of Gambling (RCG)" Certificate
- Familiarity with Housie/Bingo rules and gameplay preferred.
- Previous experience in a similar role or in event coordination is advantageous.

10. ORGANISTIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, community services, refugee service, mental health and Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons and preventing those in our care from suffering abuse or neglect. It is committed to implementing and maintaining compliance with the NSW Child Safe Standards and the National Catholic Safeguarding Standards and takes a zero-tolerance approach to abuse of children or vulnerable persons. All who work in the name of the Diocese must comply with the Diocesan Safeguarding Framework Policy and act in accordance with the Diocese's Code of Conduct which includes the Diocese's Safeguarding Commitment Statement. Employees are required to undergo a National Police Check and retain a valid NSW Working with Children Check where necessary, in accordance with legislation.

11. MISSION – VISION- VALUES

Our Mission

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

Our Values

Respect – We show consideration for ourselves and others, whilst recognising each other's differences

Justice – We believe in, actively seek and encourage, equality for all

Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement

Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.

12. PERFORMANCE

Key Performance Area	Key Tasks	Performance Indicators
Game Set Up and Preparation	<ul style="list-style-type: none">Assist to setup the venue for the Housie session, including tables and chairs are set up in required formation, unlocking and locking the venue.Prepare all necessary materials for the game, including Housie tickets, and pens/markers.	<ul style="list-style-type: none">Set up venue following the process.Setup the electronic devices at the beginning and close of each session.Adhere to WHS policy and procedures to ensure health and safety of self, staff and Housie attendants.

	<ul style="list-style-type: none"> • Set up the game area, ensuring it is well-organized and accessible to participants. • Verify the accuracy of tickets and game components prior to the start of each session. 	<ul style="list-style-type: none"> • Ensure electronic Pet devices are ready for sale and prepared for playing. • Confirm tickets are accurate and assist in the selling of Housie tickets and electronic Pet devices.
Game Management	<ul style="list-style-type: none"> • Announce and explain the rules of the game to participants, ensuring clarity and understanding • Call out numbers in a clear and audible manner, maintaining an appropriate pace for all players. • Monitor participants' progress and assist with any questions or concerns that arise during gameplay. • Handle disputes or discrepancies in a fair and diplomatic manner, adhering to established procedures. 	<ul style="list-style-type: none"> • At the beginning of each Housie session, announcer to advise Housie participants the rules of the game. • Call numbers with a clear pronunciation, projecting voice so all participants can hear numbers called. • Call brackets of Housie numbers as drawn. • Call back the Housie numbers from the floor if required. • Furthermore, to ensure clarity and understanding, invite participants to approach any Housie staff member with question points for further explanation. • Interpersonal communications and professional behaviour, reflect organisational expectations as per the Code of Conduct policy.
Prize Distribution	<ul style="list-style-type: none"> • Keep track of winning combinations and verify winners' claims promptly. • Distribute prizes to winners in accordance with established payout rules. • Ensure accurate record-keeping of prizes awarded and tickets sold for reporting purposes. 	<ul style="list-style-type: none"> • Keep accurate records of sales, winning tickets and prices. • Verify winning tickets and distribute prizes.
Customer Service and customers relationships	<ul style="list-style-type: none"> • Undertakes communication and liaison with customers. • Assists customers to address their practical straightforward needs and expectations. 	<ul style="list-style-type: none"> • Ensure Housie event provides a quality service and operates smoothly with minimal customer complaints. • Demonstrates welcoming and positive approach to

	<ul style="list-style-type: none"> • Has effective listening skills and seeks, provides and /or shares practical information in an appropriate and respectful manner. • Provide assistance in Housie canteen as required. • Provide excellent customer service to all participants, addressing inquiries and resolving issues promptly and courteously. • Foster a friendly and welcoming atmosphere to enhance the overall gaming experience. • Demonstrates confidentiality and diversity awareness. • Provides information and can refer to others. • Demonstrates sensitivity and respect for diversity and difference in customer/members. 	<p>existing and potential customers.</p> <ul style="list-style-type: none"> • Understands and applies relevant knowledge of Housie and legislation when interacting with customers • The position will role model professional and friendly customer service and delivery of a high-quality service. • Demonstrate a high standard of interpersonal skills; welcoming participants on arrival, provide support during event if needed and departure at venue.
Compliance and Regulation	<ul style="list-style-type: none"> • Maintain a thorough understanding of local gaming regulations and ensure compliance with all relevant laws and guidelines. • Implement measures to promote responsible gaming practices and prevent underage participation. 	<ul style="list-style-type: none"> • To assist with the operating of the Housie activities ensuring compliance with the Permit to Conduct Games of Chance as per Gaming NSW Licence.
Personal accountability	<ul style="list-style-type: none"> • Adheres to organisation policies and procedures and all relevant government legislation and standards, including workplace health, safety and wellness responsibility. • Adopts personal accountability in own role. • Uses resources efficiently. • Maintains organisation's image and reputation in context of own role. 	<ul style="list-style-type: none"> • Policies and Procedures and legislation is followed at all times. • Is proactive in ensuring a safe workplace for themselves and others by never walking past an unsafe situation. • Helps to create a workplace where work health and safety is considered a value in every situation for all people and those around them. • Takes personal accountabilities and responsibilities for

		<p>integrating work, health and safety into all your work practices.</p> <ul style="list-style-type: none"> • Arrives at sessions on time to ensure there is adequate time for set up.
Leadership and teamwork	<ul style="list-style-type: none"> • Works collaboratively with team members. • Organises own workload. • Checks own work. • Shares knowledge and information with team members. 	<p>Demonstrates a high level of organisational capability by ensuring:</p> <ul style="list-style-type: none"> • Equipment set up and organised prior selling time. • The preparatory paperwork is set up prior to the session. Including a count of all stock used throughout the session. • PETS are set up and checked prior to selling time. • Float is checked.
Innovation	<ul style="list-style-type: none"> • Open to new approaches and adaptability within role boundaries • Takes responsibility for continuous improvement and risk mitigation in own work. 	<ul style="list-style-type: none"> • Has demonstrated willingness to adopt new and improved ways of working. • Is proactive in recommending and implementing agreed improvements.
Experience and qualifications	<ul style="list-style-type: none"> • Is capable across the full range of competencies required for Charity House Operations. 	<ul style="list-style-type: none"> • Customer Service experience and capability. • Confidence in public speaking. • Pleasant speaking voice • Proficient numeracy and literacy skills • Cash handling experience including being able to give correct change and adding multiple purchases to correct amount.

13. KEY RELATIONSHIPS & COMMUNICATIONS

RELATIONSHIP	PURPOSE & FREQUENCY
Manager	Weekly supervision and support.
Patrons	Provide customer service to all patrons on Thursday and Saturday nights, addressing inquiries and resolving issues promptly and courteously.
Colleagues	Thursday and Saturday night. Work with colleagues as part of a team.

15. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

16. LEGISLATION & CATHOLIC CARE POLICY

Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager
- Have a current NSW Driver Licence
- Take reasonable action to familiarise himself / herself with CatholicCare policies and procedures, and compliance with WH&S laws and regulations
- Not take advantage of their role in CatholicCare for personal gain
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare
- Only make decisions within their delegated responsibilities

17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/People We Support in line with relevant legislation
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support

P.D Last Reviewed:	April 2024	Next Review is due on:	
Occupant Name:			
Occupant Signature:		Date:	