



Prevention and Referral Specialist PlaySmart Centre, North Bay, ON

The Responsible Gambling Council (RGC) is a leading international authority on responsible gambling—providing insights to industry stakeholders through its research and problem gambling prevention programs, as well as accrediting responsible gambling initiatives offered by gaming companies operating within regulated markets across the globe. RGC operates independently from the gaming industry, allowing it to offer unbiased insights and services related to responsible gambling.

RGC is committed to bringing together all sides (operators, regulators, treatment, community agencies and the public) to ensure sustainable gambling spaces are in place and to help those at risk because we believe gambling should never come at a human cost. As part of our prevention strategy, RGC leads a comprehensive portfolio of prevention programs for a diverse range of priority populations.

RGC manages and operates OLG's PlaySmart Centres located at casinos and Charitable Bingo and Gaming centres across Ontario. In the Centres, players can take a break from gambling and learn more about how the games work through interactive game kiosks, videos and literature. Players and those affected by gambling can chat with professionally-trained PlaySmart Centre staff, learn answers to gambling questions and get connected with counselling and support professionals if they are experiencing problems with gambling.

We are seeking **(1) permanent, part-time** (approximately 14-21 hours a week) **and (1) casual** (as needed) **Prevention and Referral Specialist** to join our PlaySmart Centre team at Cascades Casino in North Bay, ON. This person will enjoy working as part of a motivated team genuinely interested in helping others to make informed decisions about their play and support those who are ready to make a change, no matter what stage they are at. Cultivating new partnerships with gaming venue staff is a key role. As someone with excellent communication skills, the ability to adapt to multiple situations and who demonstrates exceptional customer service, you will thrive in our dynamic environment. Staff must be available and flexible to work throughout the week including day, evening, weekend and holiday shifts generally between the hours of 10:00am and 2:00am (subject to change); hours similar to the hospitality/entertainment industry. The rate of remuneration is \$25.82 per hour.

Key Responsibilities:

- Boosting visibility, awareness and knowledge of the PlaySmart Centre program and its resources to all players and gaming venue staff.
- Engaging with players in one-on-one conversations at the Centre, on the gaming floor and in public spaces within the venue. Responding to questions players have about gambling and sharing knowledge and key prevention education messages to support informed decision making about their play.
- Planning and delivering education and awareness activities and initiatives to increase player knowledge about how gambling works and positive play habits. These initiatives

range from delivering daily educational demonstrations, to large scale education awareness events.

- Assisting people who may be concerned about their own gambling or that of someone close to them. This may involve supporting people at the time of self-exclusion, crisis management, short term assistance and referrals to community agencies.
- Supporting venue staff in effectively responding to player questions and concerns.
- Relationship building and collaboration with gaming staff in the delivery of new awareness initiatives.
- Keeping informed of community supports like gambling counselling and credit counselling to effectively provide relevant referral information to people affected by gambling.
- Consistent and accurate reporting and data entry to support program evaluation and continuous improvement.
- Some lifting, packaging and transporting of program materials and equipment is required (not exceeding 30 lbs).

Education & Experience

- Post-secondary diploma or degree in social work, social services, adult education, health promotions or a related field.
- A minimum of 3 years' experience in community outreach or related field.

Required Skills & Attributes

- Ability to quickly establish rapport with the people we serve, using superior customer service expertise.
- Excellent interpersonal abilities to assess the needs of players and be able to respond effectively and appropriately with relevant information.
- Empathetic and sensitive to the needs of people affected by gambling and demonstrate excellent judgment.
- Effective problem solving strategies and have the ability to adapt in an evolving environment.
- Knowledge of the gaming industry is an asset.
- Experience working with diverse populations is an asset.
- Able to travel to and work at multiple sites within the designated region and, if required, the PlaySmart Centre network with possible overnight travel.
- Fluency in French (written and oral) or any additional language is an asset.
- Valid Class G Driver's License
- Alignment with RGC's Core Values: Humanity, Integrity, Courage and Ingenuity.

RGC has COVID-19 protocols in place to ensure the health and safety of our staff. The PlaySmart Centre program has updated its Health & Safety guidelines for COVID-19 and received approval from an external medical health expert. All venues where PlaySmart Centres are located have site specific Health & Safety guidelines for COVID-19 that we are required to follow as directed.

In accordance with Ontario Public Health mandates, and RGC's COVID-19 Vaccination Policy, as of September 22, 2021, proof of full vaccination against COVID-19 will be required to enter all gaming venues. All RGC employees working at the PlaySmart Centre are required to provide proof

of full vaccination or provide reasonable evidence that they cannot be vaccinated for reasons related to protected grounds under the Human Rights Code.

RGC celebrates and values cultural diversity and is committed to attracting and retaining a diverse staff. We will honor your experiences, perspectives, and unique identity. Together, our organization strives to create and maintain working environments that are inclusive, equitable and welcoming.

The Responsible Gambling Council is committed to providing an accessible recruitment process and workplace. Please let us know if you require accommodation under the Accessibility for Ontarians with Disabilities Act (AODA).

We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

Applications must be received by **December 14th, 2021**.