JOB TITLE: Director of Responsible Gambling

REPORTS TO: Executive Director

FLSA STATUS: Exempt (1 FTE)

Main Function: In conjunction with the Executive Director, the Director of Responsible Gambling (DRG) is responsible for the development and operations of the Massachusetts Council on Compulsive Gambling’s (MCCG) GameSense program and other related responsible gambling programs and initiatives. The DRG is a member of the MCCG’s senior management team.

While the efforts will be focused statewide, the primary focus will be with the casinos, the racetracks, and the lottery. The individuals working at the casinos on behalf of the Council are entitled Senior GameSense Advisors (SGSA) or GameSense Advisors (GSA) and work onsite at the GameSense Information Center (GSIC). The DRG will directly supervise the SGSAs and will advise on the supervision of the GSAs.

This position is primarily paid by the Massachusetts Gaming Commission (MGC) contract but is also supported by the Massachusetts Partnership on Responsible Gambling (MPRG).

Essential Job Functions

Staff Supervision and Budget Management
- Provide support, supervision, and professional development to SGSAs; review monthly schedules; be the conduit between MCCG senior leadership team/all of MCCG and SGSAs.
- Lead all hiring efforts and develop training curricula with GSC for new SGSAs and GSAs.
- Work with the SGSAs and MCCG communications staff to develop evidence-based intervention and information tools and games to be used with the GameSense program onsite at the GSICs.
- Plan and oversee the budget and distribution of monies for the GSIC and RG programs and supplies in coordination with the MCCG Director of Finance.

GameSense Operations/Administration of Grant
- Communicate on a weekly basis with the Responsible Gaming and Research department at MGC; specifically coordinate needs, efforts, and approvals through the Program Manager.
- Develop and oversee the GameSense community outreach programs and related evaluation.
- Assemble monthly GameSense data from MCCG staff and write narrative for monthly GameSense reports to the MGC, MCCG senior leadership, and MCCG Board of Directors.
- Attend Public Health Trust Fund meetings pertaining to GameSense relevant agenda items.
- Participate in monthly GameSense strategy meetings at each of the casinos.
- Update and promote use of the GSIC Standards Operation Manuals.
- Utilize internal tools and third-party evaluators to measure the effectiveness of the GameSense program.
- Lead GameSense contract revisions and proposals in coordination with the Executive Director.

**New RG Program Funding and Development**
- Assist with grant writing and other responsible gambling fundraising efforts on behalf of MCCG; work with Senior Leadership Team to recommend potential grants.
- Stay current with trends/games in responsible gambling and develop programs and messaging related to new trends and games.

**Industry Relationships/MPRG Management**
- Build relationships with gaming and gambling industry across Massachusetts.
- Maintain relationships with corporate industry members of MPRG.
- Assist ED with programs and events for MPRG members.

**QUALIFICATIONS/REQUIREMENTS**
Must possess a minimum of seven years of experience in program development, community/coalition development, evaluation, and training in responsible and problem gambling field. Advanced human services or related degree required. The ideal candidate will also possess experience in staff supervision, casino gaming, customer service and conflict resolution.

Candidates must meet the following requirements:

- A minimum of a master's degree in human services, nonprofit/business management or related field.
- Strong experience in responsible gambling and problem gambling; a minimum of 7 years in the field preferred.
- Strong supervision, mentoring and coaching skills; a minimum of 7 years supervisory experience preferred.
- Experience with grant writing, fundraising and donor relations.
- Demonstrated ability to collaborate with internal staff and colleagues from a variety of sectors.
- Demonstrated experience in budgeting and managing fiscal performance to budget.
- Approachable, strong listening skills, and ability to effectively communicate with a variety of groups.
- Excellent skills in knowledge translation of research.
- Excellent conflict resolution skills.
- Excellent presentation and training skills.
- Excellent strategic thinking skills.
- Experience in Microsoft Office suite and strong computer skills.
- Age 21 or over.
- Successfully pass Massachusetts Gaming Commission background check.
- Ability to speak a language other than English preferred.

Job location: Greater Boston, MA (moderate travel in-state required).

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands; reach with hands and arms and talk or hear. The employee must regularly lift and/or move up to 25 pounds.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

*The Massachusetts Council on Compulsive Gambling is an equal opportunity employer. We encourage all qualified individuals to apply for positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.*