

Position Description

Private and Confidential

Trainee – Administration Assistant

The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: *We inspire possibility by giving people access to support in their chosen community*

Our Mission: *By connecting capable, passionate and caring locals with those who need support*

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Trainee – Administration Assistant (referred to as the ‘Trainee’)
Location:	Rockhampton
Job Type:	Fixed Term Full Time – 12 months
Reports to:	As per Employment Agreement
Direct reports:	Nil

Service Description

LiveBetter provides a range of services and supports across Queensland to the frail aged, people with disabilities, young people in rural areas as well as the general community in a number of regional locations. The Trainee Administration Assistant position is based in the Rockhampton office and performs a vital role in supporting the teams across Queensland to deliver services to our clients in a professional manner.

Key Position Responsibilities

The Trainee Administration Assistant provides support in the effective day to day operations of services through the provision of professional reception including receiving customers, staff, contractors, and members of the public into the service, handling telephone and face to face enquiries, coordination of resources, provision of information, maintaining records and providing general administrative support.

The Trainee Administration Assistant provides professional and timely frontline support, maintaining a high level of customer service. The primary responsibilities of the role will include (but are not limited to):

- Completion of Certificate III in Business through the Registered Training Organisation (RTO) via formal education and on-the-job training, completing all necessary research, study and assessments to achieve the competencies and demonstrate achievement of the objectives of the trainee’s course of study.
- Provide reception and administrative support functions that include ensuring visitor sign in, managing mail, ordering stationery, telephone/reception duties, filing/setting up files, printing/photocopying and assisting enquires in a way that offers excellent customer service to both internal and external stakeholders.
- Assist effective management of vehicles and other assets by collecting log sheets, maintaining registers, completing vehicle maintenance check-lists and making vehicle bookings.
- Assist across the various initiatives spanning Aged, Community Services, Disability teams in locations across Queensland, including participation in internal and events such as training and promotions.
- Respecting the privacy and confidentiality of LiveBetter staff and customers in accordance with privacy legislation and LiveBetter Policies and Procedures, during and beyond the period of employment
- Maintaining customer management record systems including accurate data entry and supporting appropriate record keeping processes
- Maintaining positive working relationships with key LiveBetter and external stakeholders
- Complying with all lawful instructions and training provided by LiveBetter staff in the course of the traineeship
- Adhering to Work Health and Safety Policies and Procedures, regulations and lawful directions
- Other administrative duties tasks and duties as required from time to time

Risk

Staff

All staff must be aware of operational and business risks.

They should:

- provide input into various risk management activities,
- assist in identifying risks and controls,
- report all emerging risks, issues and incidents to their manager or appropriate officer.

Person Specification

Essential

- The trainee will be enrolled with an appropriate registered training organisation (RTO) for the completion of their course of study.
- Ability to complete the competencies and assessments required to achieve the qualification Cert III in Business.
- Willingness and enthusiasm to learn.
- Willingness to undertake and ability to pass any LiveBetter mandatory training.
- Demonstrated superior customer service, interpersonal and communication (written & verbal) skills.
- Ability to work effectively in a team environment as well as independently, whilst enjoying a degree of responsibility in the position.
- Demonstrated ability to be organised and manage/prioritise workload in a constantly changing environment.
- A caring and compassionate approach with the ability to communicate effectively.
- Experience in the use of technology such as smart phones and computer programs.

Desirable

- Knowledge and understanding of the community sector, including the challenges faced by people with a disability, mental health condition and the aged.
- Knowledge and understanding of issues specific to individuals from an Aboriginal or culturally linguistic and diverse background.
- Experience in an office environment

Other Mandatory requirements

1. Obtain and pass a National Criminal History Check and Pre-Employment Medical Assessment, including drug and alcohol screening.
2. Obtain an NDIS Worker Screen and a positive notice blue card.
3. Current Australian Driver's Licence.
4. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
5. Ability to be flexible with work hours to meet reasonable demands of the position.

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			