

Position Description

Private and Confidential

Trainee – Corporate Services

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 – Corporate Services (referred to as the ‘Trainee’)
Location:	Orange
Job Type:	Fixed term full time – 12 Months
Reports to:	Organisational Development Manager
Direct reports:	Nil

Service Description

The position of Trainee – Corporate Services will be located within the Corporate Services department based at Head Office. Corporate Services provide operational support across People and Culture, Finance, Marketing, IT, Project Management and Customer Service for the entire organisation.

Key Position Responsibilities

The Trainee – Corporate Services will be rotated across each department. The role will provide administrative assistance in the effective day today operation of all Corporate service areas through professional and timely support whilst 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 general administrative support functions that include telephone duties, filing/setting up files, and printing/photocopying
- Assisting in the maintenance of paperwork and documentation as required.
- 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.
- 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
- 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

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

- A genuine interest in pursuing a career in Business and a desire to learn more about Community Services.
- A clear motivation to understand all aspects of the LiveBetter Corporate Services Teams.
- The trainee will be enrolled with a 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 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.
- Demonstrated ability to be organised and manage/prioritise workload.
- A caring and compassionate approach.
- Experience in the use of technology such as smart phones and computer programs.
- Knowledge and understanding of the community sector, including the challenges faced by people with a disability, mental health condition and the aged.

Other Mandatory requirements

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

Remuneration

As determined by the Miscellaneous Award 2020. 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:	/ / 2021
Signature:			