

Position Description

Trainee Business Support Officer

| | |
|-------------------------------------|---|
| Reports to: | Training/Development Coordinator |
| Directorate/Department: | Business Services / People & Culture (working across Central Services) |
| Number of direct reports: | As per Organisational Structure |
| Employment Type: | Full-time Fixed-term (18 month Contract) |
| Salary/Award Classification: | <p>Traineeship wage as relevant to candidate</p> <p>Level 1 – Social, Community, Home Care and Disability Services Industry Award 2010</p> <p>Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice</p> |



Position Purpose

The Trainee Business Support Officer will undertake an array of clerical and administrative duties across the Central Service functions of Community Living Australia including: People & Culture (Training / Recruitment / Rostering / Payroll), Compliance, Marketing, Administration, Finance, Fleet & Property and ICT departments. The trainee will also spend some time in Client Services to round out their learning of Community Living Australia as a business.

Over the course of the traineeship the incumbent will develop a variety of skills and competencies required to fulfil a range of business related positions and will look to specialise in their area of preference within the later part of the 18 month traineeship (subject to department capacity). The trainee will complete a Certificate III in Business or Business related qualification (as applicable).

Principal Duties

- Assist teams with daily operations as per relevant assignment to specific workgroup (appropriate to training and experience)
- Undertake word processing and data entry activities preparing a wide range of documents including reports, correspondence, forms and flyers etc

- Monitor incoming electronic and hard copy correspondence for processing and appropriate distribution
- Provide courteous and friendly service to internal and external customers via phone, face to face and email
- Assist with the coordination and preparation of meetings and recording minutes
- Provide support with Community Living Australia events and maintaining social media (when assigned to Marketing)
- Undertake records management tasks including filing, archiving (electronic and hardcopy), reformatting and creating files
- Access and assist with maintaining data and accuracy within Community Living Australia systems/software (including but not limited to Client Resource Management (CRM), Human Resources Information System (HRIS), Payroll and Finance)
- Research and collate information, data and statistics and prepare basic reports
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives
- Apply WHS legislation and create and manage a safe work environment
- Demonstrate behaviours that support organisational values and a positive workplace culture

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

Core Competency/Capability

(NDS CSS 1)

These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework

Sector & organisation purpose & values

- Gains practical knowledge of a human rights based approach to supporting a person with a disability and services provided, the individual and community context of disability services, and sector and organisation purpose and values.

Leadership & teamwork

- Works cooperatively with team members. Work is closely supervised. Follows specific detailed instructions. Learns to listen to feedback from more experienced staff and seek guidance where necessary.

Communication

- Develops listening skills and seeks, provides and/or shares practical information with people in an appropriate and respectful manner. Obtains basic facts and records issues. Learns to record and report in an appropriate manner. Starts to build a network of relevant contacts.

Customer relations

- Learns to assist customers to address their practical straightforward needs and expectations. Develops basic knowledge of supports and services and offered. Learns to provide information and referral to others. Develops an awareness of diversity and confidentiality requirements and relevant stakeholder relationships and the importance of these.

Personal accountability

- Develops basic understanding and adheres to organisation policies & procedures and all government legislation and standards relevant to own role. Learns responsibility for workplace health, safety and wellness. Understands the need to appropriately use resources. Learns accountability requirements in own role. Learns to assist in maintaining organisation's image and reputation.

Innovation

- Learns the importance of flexibility and creativity in role. Learns to seek opportunities to work better and to recognise risk within the limits of the role. Learns to take responsibility for continuous improvement in own work.

Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

Academic or Professional Qualifications

- Completion of Year 11 (minimum) or Year 12

Skills & Delivered Performance

- A sufficient level of schooling (minimum Year 11) to allow enrolment into a Certificate III in Business
- Solid academic achievement in relevant subjects
- A genuine desire and commitment to successfully undertake business related studies
- Strong customer service focus
- A good understanding of Microsoft Office programs
- Excellent communication skills both written and oral
- Good time management and organisational skills
- Ability to work in accordance with assigned instructions and duties
- Affinity with non-profit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Have and maintain a current Australian Drivers Licence for duration of employment

- Obtain and maintain a DHS Disability Services Employment Screening
- Participate annually in the performance appraisal process to establish performance objectives and KPI's ongoing
- Attend meetings, training and professional development as required
- Travel to service regions, sites and locations
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

Authority to Act

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

NDIS Code of Conduct

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

Accepted and Approved

| Employee | | | |
|-------------------|--|--------------|--|
| Name: | | | |
| Signature: | | Date: | |

| Training/Development Coordinator | | | |
|---|--|--------------|--|
| Name: | | | |
| Signature: | | Date: | |