

Position Description

POSITION DETAILS			
Position Title	First Nations Administration Trainee		
Reports to	First Nations Team Leader – Careers		
Business Function	Residential Services and First Nations	Salary Band	ARRCS Enterprise Agreement
Direct Reports	0	Classification Level	Section B – Remuneration, clause 10.2
Indirect Reports	0	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	ARRCS corporate and executive team members. Consumers within our care and their families/relatives, Operational Team Members and Front-Line Leaders within our facilities. First Nations team and colleagues.
External Key Relationships	Collaborate with third parties providing services to the organisation including purchasing and IT. Registered Training Officer FCM Travel

OUR ORGANISATION
Australian Regional and Remote Community Services began in July 2014. ARRCS aspires to improve the quality of life for older people living in regional and remote areas of Australia. We currently provide support to people across the Northern Territory and South Australia through Residential Aged Care and Home Care Services. We take a holistic approach to our work and hold a deep respect for Aboriginal & Torres Strait Islander Cultures and Elders, which remain at the core of all that we do.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE
The Administration Trainee will support their team in general administrative and secretarial tasks. Closely supervised, this role is guided and trained on effective administrative practices and will develop incrementally over time whilst obtaining a Certificate III in Business Administration. This position is ideally suited for a recent school leaver interested in supporting work within the Aged Care sector and would be complimented by continuing external studies.

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KEY RESPONSIBILITIES

Administration

- Support basic office duties, respond to emails, ordering stationary, mailing and maintaining accurate up to date data within required systems and spreadsheets.
- Provide secretarial support by taking minutes for meetings, coordinate calendars, order catering when required and collect appropriate documentation.
- Support reception duties including answering phones, providing guidance and advise to family members, welcoming visitors to facilities and providing support in paperwork for in-take of residents.
- Assist with ensuring the office is well-maintained, organised, and secure and visitors are greeted and directed to the appropriate parties.
- Develop trusting, positive and professional relationships with Peers, Participants, visiting families and service providers both internal and external.
- Coordinate travel as directed once trained and ensure the relationship with our external travel provider remains productive and efficient.
- Deliver and collect mail as required.
- Book training and meeting rooms
- Support the coordination of events and activities.
- Carries out administrative tasks, including entering information in a timely manner and maintaining files and statistics.
- Develops general correspondence and reporting and assists in general administration as directed.
- Ad hoc project tasks as allocated by your mentor or management.

Quality, Safety and Risk Management

- Commitment to ensuring quality services is delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through.
- Active participation in quality improvement activities.
- Actively participate in staff meetings
- Demonstrated knowledge of the Fire Safety and Evacuation Procedure
- Working knowledge of the ARRCS Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Residential Aged Care Services.
- Exercise due care and economy in the use of ARRCS equipment and supplies.

Personal Accountability

- Compliance with ARRCS's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCS employees and external stakeholders in accordance with ARRCS's values and professional standards of behaviour.

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- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Qualifications – Essential

- Nil

Experience

- Basic understanding of Microsoft suite of platforms and computer use.

Mandatory Requirements

- NDIS Worker Screening Check – Received or lodged prior to commencement.
- Current Influenza Vaccination
- National Police Check – Dated within 3 months of commencement.

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or the ARRCS Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.

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