


POSITION DESCRIPTION		
Position	Communications Trainee, Carer Gateway	
Unit	Carer Gateway	
Reporting to	Manager, Communications	
Salary	SCHADS Award, Level 1	
Award conditions	Modern Award Social, Community, Home Care and Disability Services Industry Award (SCHADS)	
Funding	All government funded programs/grants	
Position Statement	The Communications Trainee, Carer Gateway is responsible for undertaking actions such as advertising, marketing, and media engagement as a part of the Communications Plan to promote Carer Gateway services to carers and stakeholders across region NSW 4 (Central Coast, Hunter New England and North Coast).	
Accountabilities & Responsibilities		
Media, Publicity and Communication	<ul style="list-style-type: none"> • Administrative support for the Communications team, as required • Drafting social media content and activities for various channels; including updates on Twitter, Facebook, LinkedIn and Instagram and scheduling through Hootsuite • Develop and maintain relevant databases, such as email marketing list contacts • Assist with coordination of advertising and promotional activities, both traditional and online • Assist with design, production and distribution of correspondence and promotional materials. 	
Relationship Development	<ul style="list-style-type: none"> • Liaise with local partners and stakeholders to promote Carer Gateway and build positive working relationships. • Liaise with various media sources to promote Carer Gateway activities and events. 	
Organisational citizenship and team work	<ul style="list-style-type: none"> • Demonstrate an active, dedicated commitment to the Carers NSW Mission and Vision, and core principles • Actively seek to understand, communicate and support Carers NSW vision and organisational goals to all stakeholders, internally and externally • Ensure a high level of confidentiality and integrity, liaise with others in a professional, respectful and constructive manner • Participate in Carers NSW initiatives, projects and events • Attend staff meetings and unit meetings • Support volunteers who assist in the work of the unit • Assist in cross-unit project activity • Assist with the general operations of the organisation 	
Professional development	<ul style="list-style-type: none"> • Attend relevant group seminars and training sessions 	

	<ul style="list-style-type: none"> • Completion of Traineeship requirements on agreed schedule for a Certificate IV Business
Quality Improvement	<ul style="list-style-type: none"> • Demonstrates ongoing commitment to the Vision, Mission, Values, Strategic Plan, and Business Plan • Understanding and commitment to continuous improvement processes • Understanding of and compliance with Carers NSW Policies and Procedures • Undertakes quality improvements to ensure policies and processes are best practice for quality outcomes to be achieved • Compliance with all other legislative requirements
Diversity & Inclusion	<ul style="list-style-type: none"> • Has the capacity and understanding to work with and support diverse populations • Recognises the rights of others and respects difference in all its forms • Is committed to social justice and social inclusion • Values diversity as a strength and positively utilises diversity
Work Health and Safety	<ul style="list-style-type: none"> • Understanding and compliance with all relevant WHS legislation • Take reasonable care to protect your health and safety and the health and safety of others. • Report all safety hazards, incidents, near misses and injuries • Maintain a clean and orderly work area • Actively participate in safety improvement activities
Selection Criteria	
Essential qualities	<ul style="list-style-type: none"> • Sound administrative skills including proficiency in Microsoft Office programs • An interest in and willingness to learn and develop new skills and knowledge related to the communications sector • An interest in content writing and strong communication skills • Strong attention to detail and high level of accuracy • Effective time management and organisational skills • Strong commitment to teamwork • Ability to follow procedures as required • Demonstrate initiative to grasp new concepts quickly and efficiently • Experience using technology (computers/telephones/software packages)
Desirable Qualities	<ul style="list-style-type: none"> • Understanding of and commitment to carer issues and needs • Understanding and/or an eagerness to learn new software systems (eg Adobe suite, Illustrator, Photoshop, Indesign, Canva, Hootsuite)

I have read and understand the requirements of this role as described in this document

Employee Signature

Date