

GINGIN DISTRICT COMMUNITY RESOURCE CENTRE TRAINEE JOB DESCRIPTION	
JOB TITLE: Community Resource Centre / Gingin Visitor Centre Trainee	
REPORTS TO: Gingin District Community Resource Centre Manager & Assistant Manager	
COMMENCEMENT DATE: 30 th January 2023	REVIEW DATE: 24 th March 2023

ORGANISATION

Gingin District Community Resource Centre (CRC) is a non-profit, community based organisation which support the needs of our local and regional communities by providing access to a range of services and resources, networking, referrals, government information, training opportunities and social inclusion whilst promoting tourism in the Moore River Region through the Gingin Visitor Centre. As of January 2021 we also manager the Gingin Library on behalf of the Shire.

JOB SUMMARY

The Trainee shall gain knowledge of the day to day operations of the Gingin District Community Resource Centre, Library & Visitor Centre services (located at 1A Lily King Place, Gingin WA) whilst receiving on and off the job training to satisfy the objectives and requirements of the traineeship under the Industry Training Council. This includes work experiences at the Shire of Gingin and Image Resource Mine site. (Note these work experience sites may vary)

TERMS OF TRAINEESHIPS

The traineeship is for a period of 12 months full time comprising of 38 hours per week working Monday to Friday from 8.00 am to 4.05pm unless prior arrangement is made (subject to contract obligations and ongoing government funding).

Remuneration will be paid as per the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS).

The Trainee will be given a 20% (7.6 hours) component to complete module training whilst in the workplace. The Trainee is expected to complete the module training at a pre discussed time, during the day to ensure the smooth running of the centre. If the Trainee fails to maintain their studies as per the study schedule this will be seen as a breach of contract and eligible for dismissal.

The Trainee shall report to the Gingin District CRC Manager or Assistant Manager or the person acting as the CRC Manager should both of these be absent.

KEY RESPONSIBILITIES

The Trainee is responsible for performing the following duties-

- Ensuring the safety of Centre users and staff by following Department of Health practices and procedures
- Providing CRC / Visitor Centre reception customer service and statistical data
- Providing `Story Time` and craft activities as required in the library
- Daily till balancing & Sales Reporting of retail manager `point-of-sales`
- Facility Bookings for the CRC facility and the Gingin Recreation Centre
- Event & Course enrolments/information/promotion
- Printing/photocopying, Binding/laminating, Scanning/emailing/faxing
- Reception maintenance and promotional material supplies
- TRANSWA bookings
- Mobile phone/IT accessories sales
- Desktop publishing-flyer production, MailChimp and SurveyMonkey editing

- Other secretarial duties
- Assisting with customer queries, community information etc.
- Collection of information for inclusion in the Gingin Community Newspaper
- Weekly maintenance or assistance of organisational Websites and numerous Facebook pages

The Trainee will also be required to assist with or perform the following duties-

- Courier Support (when volunteers require/are unavailable)
- Assist with event management, marketing and participation as required
- Accurate recording and updating of CRC statistical information
- Any additional duties as requested by the Manager.

KEY CRITERIA

It is expected and anticipated the Trainee will-

- Demonstrate commitment to the values and mission of the Gingin District Community Resource Centre and Visitor Centre
- Demonstrate confident IT skills and familiarity with Outlook, Word and Excel
- Represent the Centre in a professional, positive and friendly manner
- Be sensitive and at all times considerate to the position of the Centres volunteer staff
- Possess excellent customer services skills
- Maintain confidentiality in regard to the workplace and its individuals at all times
- Demonstrate a commitment to ongoing professional development
- Demonstrate application of learning in the workplace
- Show initiative and demonstrate the ability to prioritise and meet deadlines
- Promote a learning environment with an emphasis on individual and team contribution
- Possess a valid Driver's Licence

OSH RESPONSIBILITIES

In the context of Occupational Health and Safety policies, procedures, training, and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction
- Cooperate with their employer
- At all times, take reasonable care for the safety and wellbeing of themselves and others in the workplace

Whilst performing courier duties some lifting may be required. All staff and volunteers are to lift no more than they comfortably do in an off the job capacity- Note no figure is advised here as weight is to be determined prior to the assumption of safe handling but as a guide is max of 16kg for women.