

An exciting new opportunity and a great 'next step' for young people who have been, or are in out of home care to get practical on-the-job experience in customer service.

The Department of Communities & Justice (DCJ) and Service NSW have partnered to create targeted **traineeships** and **internships** at Service NSW Service Centres and Contact Centres across NSW.

About the
role &
opportunity

Service NSW is a customer focused organisation, passionate about delivering great customer experience.

Young people will receive ongoing support and mentoring in their role as a Digital Service Representative or Customer Concierge Operator. Possible longer term opportunities available upon successful completion of the traineeship or internship.

Seeking
customer
focused
young
individuals

INFO WEBINARS will be held to answer any questions about the program - If you're a young person, carer, or caseworker, please register your interest to attend a webinar by sending an email to jobswithSNSW@facss.nsw.gov.au

The webinar is an opportunity to learn more and understand whether this might be the perfect next step.

Applications close Monday 9 May 2022

**Applications
NOW OPEN!**

Additional information about the roles and how to apply is on the next page!



The traineeship is a full-time 12 month program.

Participants will undertake a role as a Digital Service Representative Trainee OR Customer Concierge Operator Trainee and earn a salary whilst also completing study towards an accredited qualification.

Upon successful completion, participants will be awarded a nationally accredited Certificate III Business (Customer Engagement) and possible ongoing employment with Service NSW.

To be eligible, you must:

- ✓ Be aged 16 years or older
- ✓ Be currently in or have previously been in out-of-home care

What is a Service NSW Internship?

What is a Service NSW Traineeship?

The internship is a full-time 3-6 month program (some up to 12 months).

Participants will undertake a temporary role as a Digital Service Representative OR Customer Concierge Operator and earn a salary.

Upon successful completion, participants will be awarded a certificate of completion and possible opportunities for ongoing employment with Service NSW.

To be eligible, you must:

- ✓ Be aged 16 years or older
- ✓ Be currently in or have previously been in out-of-home care

APPLICATIONS ARE EASY!

Simply fill out the attached resume template and send it to jobswithSNSW@fac.s.nsw.gov.au

**Applications close on
9 May 2022**

If you have any questions, please email jobswithSNSW@fac.s.nsw.gov.au with the subject line 'Service NSW Traineeship/Internship Query'.

