

Position Description: Onboarding & Sole Trader Support Designer

Assignment number: PAU0113341

Partner organisation name: Maryborough and District Council on The Ageing (MADCOTA Cares)

Partner organisation location: Fraser Coast, QLD

Key dates: May - August 2026
Program Launches mid-May 2026
Timing is flexible based on volunteer's availability.

Assignment time commitment: 4-5 Hours per week for up to 12 weeks
Estimate only. Host organisation is willing to work with time commitment that is manageable for volunteer.

Assignment mode/location: Online

About the Resilient Care Program:

Resilient CARE is a three-year, place-based program working across five Queensland LGAs (Rockhampton, Livingstone, Bundaberg, Fraser Coast and Gladstone) to strengthen community and primary healthcare resilience to disasters and climate impacts. The program supports better preparedness, response and recovery by improving integration across local health systems and increasing participation of those most at risk, including people with disability, older people, First Nations communities, culturally and linguistically diverse communities, and women experiencing domestic violence. ABV's skilled business volunteers support local, community-led action by building the resilience of primary healthcare providers, local health systems, not-for-profit organisations and communities. Our volunteers work directly with community partners to strengthen local systems and structures and build local capacity to embed disaster resilience in community and health services.

Purpose of the Role:

This role supports the development of a locally based aged care workforce by designing a practical onboarding process and clear, easy-to-follow guidance for new sole trader carers. Working with MADCOTA Cares—a regional organisation improving access to aged care across Maryborough and surrounding communities, the volunteer will help address service gaps in smaller and remote areas where travel limits care delivery.

The volunteer will create tools and resources that enable community members to confidently establish themselves as independent carers, understand key requirements, and connect to referral platforms such as Mable. Through this work, the role contributes to a sustainable "locals servicing

locals” model, improving access to care, strengthening local workforce capacity, and supporting better outcomes for older people living at home.

The deliverables of this Assignment are:

- Design a structured onboarding process and comprehensive sole trader guide
- Provide guidance and practical assistance to help carers become part of the Mable community referral platform
- Ensure guide supports carers to register, complete verification requirements, and effectively use the Mable platform.
- Through the above activities, expand referral pathways, improve visibility of local carers, and strengthen the sustainability of the “locals servicing locals” model, while maintaining safeguards for participants and workers.

Selection Criteria:

- Demonstrated experience in business setup, workforce development, or professional services, with a strong understanding of sole trader or small business operating models.
- Understanding of governance, risk, and compliance in a service-based environment. Familiarity with aged care, disability, health, or other regulated human services sectors.
- Ability to translate complex requirements into clear onboarding processes, guides, and templates that are accessible to people with varied backgrounds.
- A commitment to community-based social impact.
- Be comfortable working with regional organisations and locals, and able to balance quality & sustainability.

Prerequisites for undertaking volunteering assignments:

- To register with ABV (if not already registered):
 - ✓ At least 5 years relevant professional experience
 - ✓ You must be an Australian citizen or Australian permanent resident residing in Australia. Australian Citizens residing overseas may be considered on a case by case basis.
 - ✓ Willingness to complete a police check and Working With Children Check
 - ✓ Willingness to be interviewed and have references checked
- Once you have passed registration phase:
 - ✓ Willingness to interview for the role with ABV program staff
 - ✓ Acceptable police check and Working with Children Check before commencement
 - ✓ Sign the ABV Letter of Agreement (Code of Conduct, etc)
 - ✓ Medical check (external and ABV), compliance with all travel, entry and in-country requirements (where required).
 - ✓ You are expected to abide by any COVID regulations of the destination country or the partner organisation with whom you may work. These regulations will be made known to you.

How to Apply:

Please refer to this page on the ABV website for role closing dates: [ABV Open Assignments](#)

Please submit your expression of Interest to volunteers@abv.org.au confirming the following:

- The Role name and Assignment Number



- Confirmation that you are a registered volunteer with ABV or are willing to go through ABV's screening process to become a registered volunteer.
- **If you are a Registered Volunteer** - send a short paragraph outlining your relevant experience against each selection criteria.
- **If you are not a Registered Volunteer** – send your CV with a short paragraph outlining your relevant experience against each selection criteria.
- If there are any special considerations, we would need to make for you.

What will happen next?

- ABV will review all applications as they are received.
- Shortlisted candidates will be sent a Terms of Reference (ToR) document (Assignment Description).
- Candidates will be advised whether they are shortlisted for interview.

ABV is an equal opportunity employer and Aboriginal & Torres Strait Islander peoples, people from culturally & linguistically diverse (CALD) backgrounds are encouraged to apply for this position.