

Position Description

Position Title:	Administrator/Receptionist
Program/Section and/or Portfolio:	Family and Relationship Services, Gippsland Region
Location:	Pakenham and Warragul, Travel to other locations will be required.
Reports To:	Manager, Gippsland
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 3</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

About the Program/Section

To ensure the smooth running of the branch through the provision of high-quality reception and administrative support.

Position Summary

The Administrator/Receptionist is responsible for appropriately handling the wide range of enquiries and requests for support from clients, staff and other branches, including Head Office, external organizations and community agencies.

This role also involves handling complex enquires and requests of the branch, including provision and scheduling of client appointments, liaison with practitioners, provision of information, and appropriate referrals. This also includes assisting with proficiency, tact and empathy the diverse clientele linked with the programs associated with the branch.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Service Delivery	<ul style="list-style-type: none"> • Handle complex enquiries and requests of the branch, including provision and scheduling of client appointments, liaison with practitioners, provision of information, and appropriate referrals. • To assist with proficiency, tact and empathy the diverse clientele linked with the programs associated with the branch. • To screen calls and make appropriate responses. • To effectively manage financial transactions with regards to fees, issue receipts, manage accounts payable and petty cash. • To assess the urgency of request and provide basic support in crises situations when appropriate practitioner is unavailable. • Develop and maintain client confidentiality at all times
Reporting/Data Collection	<ul style="list-style-type: none"> • To effectively use client management system • Develop and maintain client confidentiality at all times. • To collect (or receive) and sort daily mail. • Provide administration support including preparation of program statistics, and other associated records. • Implementation, maintenance and supervision of front office functions and administrative systems. • Assist with correspondence, file management, record keeping, information collation and report preparation, program support materials, and computer and associated equipment maintenance.
Program Development and Quality Improvement	<ul style="list-style-type: none"> • To attend, record and transcribe minutes of meetings on occasions. • To attend to such organisation as may be required for internal social functions and external functions, meetings and professional development.
Supervision and Team Work	<ul style="list-style-type: none"> • To attend professional development/training as directed. • To participate in staff appraisal procedures. • To attend and participate in individual supervision with the Site Manager • Attend and participate in Gippsland Admin team meetings

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the limited direction of the Site Manager.

Position/s Reporting to Position:

Not applicable.

Authority:

The position exercises a degree of autonomy. Significant decisions require the approval of the Manager (or other person's acting with the Manager's authority).

ALL Positions:

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

- operates as a member of the Gippsland Administration team;
- collaborates with other CCV teams, etc.

External Relationships:

- Client based contacts within the community

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Code of Ethics and Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

- Experience and/or qualifications appropriate to the position

Experience

- Experience in use of Microsoft Word and the ability to quickly adapt to other applications.
- Experience using a Client Management system

Knowledge, Skills and Attributes

- Good interpersonal skills and telephone manner, including the ability to provide advice and referral information over the phone to callers enquiring about a range of programme and personal matters.
- Competence in file creation and maintenance.
- Ability to prioritise work to meet deadlines.
- Strong attention to detail, and the ability to work effectively in, and contribute to, a positive and productive team environment.
- Excellent verbal and written communication skills

Child Safety

All positions:

- Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant legislation.

Other Requirements

- Current driver's licence.
- Current Working with Children Check.
- Current Australia-wide Police Check (and international where required).

- Disability Worker Exclusion Scheme clearance (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s, Disability Worker Exclusion Scheme check and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	