

## Position Description

<b>Position Title:</b>	Receptionist/Administration Officer
<b>Program:</b>	Engagement
<b>Location:</b>	Shepperton. Travel to other locations will be required.
<b>Reports To:</b>	Team Leader, Administration
<b>Award and Classification:</b>	<i>Social, Community, Home Care and Disability Services Award 2010, Level 2</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.

## CatholicCare Victoria Values

Values	Behaviours
<b>Respectfulness</b>	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
<b>Integrity</b>	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
<b>Inclusivity</b>	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.
<b>Collaboration</b>	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

<b>Compassion</b>	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.
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## About Engagement

There are several corporate services functions for CatholicCare Victoria within the Engagement program. Our aim is to provide support to the everyday running and efficiency of CatholicCare Victoria.

The Engagement program delivers best-practice marketing, fundraising and engagement strategies that promote the CatholicCare Victoria brand, deepen supporter relationships, inspire philanthropic giving and contribute to social change.

## Position Summary

The Receptionist/Administration Officer is the face of the organisation, the first point of contact with clients, suppliers and members of the public, creating a friendly and professional impression of CatholicCare Victoria.

The Receptionist/Administration Officer will undertake a wide range of administration and reception duties relating to the general administration support of CatholicCare Victoria.

## 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
<b>General Reception and Administration Duties</b>	<ul style="list-style-type: none"> <li>• Answer all incoming calls in a timely and professional manner and manage enquiries whenever possible</li> <li>• Handle complex enquiries and requests of the branch, including provision and scheduling of client appointments, liaison with practitioners, provision of information, and appropriate referrals.</li> <li>• To assist with proficiency, tact and empathy the diverse clientele linked with the programs associated with the branch.</li> <li>• Re-direct calls as appropriate and take messages when required</li> <li>• Greet, assist and direct clients, visitors and the general public in a professional manner</li> <li>• Develop and maintain client confidentiality at all times</li> <li>• Monitor waiting clients and alert workers to assist clients</li> <li>• Assist with site management processes including raising Building Maintenance Requests and liaising with the Facilities and Housing Supervisor in relation to fleet and building maintenance requirements</li> <li>• Register and distribute mail/emails</li> <li>• Manage the smooth operation of photocopy machines including replenishment of cartridges</li> <li>• Purchase and take inventory of office supplies and stationery, including tearoom supplies and replenish tea/coffee/milk etc in kitchens.</li> <li>• To effectively manage financial forms and transactions with regards to fees, issue receipts, manage accounts payable, purchase orders and credit card payment requests.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Maintain the tidy presentation of interview rooms, reception, kitchen facilities and common areas</li> <li>• To attend to other duties as may be required from time to time by the Administrative Lead</li> <li>• Maintain and uphold the electronic filing of documents where possible</li> <li>• Work according to the roster across CatholicCare Victoria's Geelong site, including the need for evening work, with the span of hours.</li> </ul>
<b>Service Quality</b>	<ul style="list-style-type: none"> <li>• Engage in supervision with line manager and participate accordingly</li> <li>• Maintain a high level of professional standards</li> <li>• Maintain a continual learning culture and participate where possible in gaining and sharing advanced skills</li> <li>• Actively participate in team activities when available</li> <li>• To provide relief for the other receptionist during periods of annual or unexpected leave if at all possible, and in negotiation with the Administration Supervisor</li> </ul>
<b>Resource Coordination</b>	<ul style="list-style-type: none"> <li>• Verify clients up to date contact details, during phone calls as appropriate</li> <li>• Assist with cancellation of client appointments on request from staff</li> <li>• Ensure program brochures are replenished in the reception area</li> <li>• Provide administrative support to program staff, including but not limited to client letters, maintain client list, printing, document and manual preparation</li> </ul>

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 general guidance of the Administrative Lead.

### Position/s Reporting to Receptionist/Administration Officer:

Not applicable.

### Authority:

The position works within standards and procedures.

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

## Stakeholder Relationships

### Internal Relationships:

Works under direction from the Administrative Lead and works cooperatively with all employees. Develop a working relationship with all components of CatholicCare Victoria's management and staffing structure.

### External Relationships:

A range of stakeholder contacts across the range of CatholicCare Victoria's program portfolios, including collaborating services.

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Date of Position Description:	January 2024	Position Description Template Version:	November 2022
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## 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:

- *Employee code of conduct*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and,
- inclusion and diversity.

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## Key Requirements

### Qualifications and/or Training

1. Relevant qualification, preferable within Business or Administration is desirable, but not essential.

### Knowledge, Skills and Attributes

2. Demonstrated experience in a busy receptionist and administration role.
3. Excellent interpersonal, verbal and written communication skills.
4. Well-developed priority and time management skills, and ability to multi-task.
5. Demonstrated experience and confidence dealing with clients and other stakeholders.
6. Demonstrated ability to work as an effective team member and to also work autonomously.
7. Intermediate to advanced skills in Microsoft Office suite and windows operating environment.
8. Accurate and proficient data entry skills.

### Child Safety

9. 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 Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian 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).

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## Signatures

This section is to be signed upon appointment:

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

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