

Position Description

Title	Receptionist
Business unit	Homelessness & Community Support
Location	105 Dana Street, Ballarat
Employment type	Full Time, Maximum Term until 31 st March 2025 Maternity leave replacement position
Reports to	Team Leader Street to Home

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Receptionist will provide the frontline service and response, either by phone or direct contact, to Uniting's consumers, visitors and other stakeholders who wish to access Uniting information and services, all within a busy and challenging environment.

The position is also responsible for undertaking daily office duties and booking of appointments for the Intake teams and Counsellors, where appropriate. As required, the position undertakes a variety of administrative tasks for other service areas.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Form: PAC005 Position Description
Date approved: 31 August 2023

Area: People and Culture
Next review date: 31 August 2024

Version: 3.0
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Internal

- Uniting Ballarat workforce
- Other Uniting representatives

External

- Consumers and visitors to the Uniting Ballarat office
- External organisations and services

4. Key responsibility areas

Service delivery

- Greet all consumers and visitors presenting at reception and incoming telephone calls, in a professional, welcoming, and prompt manner, to determine their needs and refer to appropriate services or workers as required.
- Undertake routine administrative tasks, including but not limited to, prompt receipting and distribution of mail, including taking mail to post office at the end of each day, photocopying and filing, maintaining staff list/phone extensions, and ordering of office, stationery, and staff amenities.
- Undertake general financial tasks, such as balancing funds received with receipts (ie. rent, fundraising, donations etc.), banking summaries, maintaining relevant financial documents, banking money, code and distribute accounts, process accounts on internal systems, and complete petty cash requests as required, including Flexi-purchase.
- Provide administrative support for the Homelessness & Community Support programs, including recording meeting minutes, where required.
- Manage general fleet and booking system.
- Manage security systems (Sectrol), issue new cards to staff and visitors.
- Ensure the reception and waiting areas are tidy and well presented.
- Provide support and training to employees who provide assistance and back-fill for reception.
- Participate in the development of agency-wide policies and projects as required.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Additional duties as directed.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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5. Performance indicators

- Completes administration tasks in a timely manner and to a high standard.
 - Administration work produced is error free and grammatically correct.
 - Positive feedback received on customer service/reception services delivered.
 - Promotes and models sharing of knowledge and information.
 - Effectively resolves and manages difficult situations.
 - A practical working knowledge of human rights-based approaches, the individual and community context, and sector and organisation purpose and values.
 - Can articulate and integrate sector and organisation approaches and values.
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6. Person specification

Qualifications

- Certificate in Office Administration is desirable, but not essential.

Experience

- Reception or customer service experience, or previous experience in office administration is essential.
- Demonstrated understanding of strategies to deal with difficult customers or clients is desirable.
- Experience working with a large organisation's phone system and managing diversion of calls is desirable.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
 - Competent in suite of MS office programs.
 - Excellent time management, organisational skills and ability to prioritise competing demands, all whilst working under pressure.
 - Excellent verbal and written communications skills.
 - Excellent interpersonal skills demonstrated through examples of working successfully to gain the co-operation of colleagues and customers or clients.
 - Sound judgment and problem-solving skills to contribute to the planning and development of the service.
 - Demonstrated commitment to professional development.
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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: