

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Out of Hours Support Officer	Department	Community Programs
Location	Rockhampton	Direct/Indirect Reports	Nil
Reports to	Regional Operations Manager	Date Revised	Aug 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0022242

■ Position Summary

Rockhampton Accommodation Centre is a distinctive accommodation Centre providing a welcome home away from home for patients and their carers, who travel from some of the most remote parts of Queensland to receive medical treatment in Rockhampton.

Reporting to the Regional Operations Manager, the Out of Hours Support Officer provides reception and out of hours support to guests as well as on call assistance during the hours that the Centre reception is closed. The main responsibilities include customer service, coordination of reservations, monitoring building services, supporting the health and safety of guests, and security of the Centre.

The role provides support to guests to assist them to meet their health and wellbeing needs and medical requirements whilst staying at the Centre.

■ Position Responsibilities

Key Responsibilities

- Provide a professional reception service for the Centre, by proactively responding to telephone and face-to-face enquiries, and undertaking general office and reception duties
- Welcome visitors and guests to the Centre providing orientation of the services and facilities available in the centre, and their rights and responsibilities as guests
- Assist guests with checking in and out, ensuring that payment is received in line with policies and procedures
- Provide on-call after hours support to respond to urgent guest enquiries and emergency responses
- Identify and escalate operational issues as they arise
- Liaise with hospitals, health care facilities and other agencies as required to meet the needs of guests
- Ensure compliance to Emergency procedures in relation to critical incidents that may arise
- Routinely check the security of the premises to minimise risk of theft and damage ensuring established policies and procedures are followed
- Responsibilities related to the Chief Fire Warden and First Aid Officer positions (training provided)
- Ensure the Centre is kept clean and maintained
- Participate in hand over procedures at the start and end of each shift
- Attend all meetings and training as required
- Liaise with and support the Branch President, members and volunteers
- Other duties as requested by the line manager.

■ Position Selection Criteria

Technical Competencies

- Ability to communicate with a cross section of the community, including Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds with sensitivity
- Demonstrated time management and organisational skills to coordinate administrative functions
- Ability to identify and seek support in dealing to escalate complex issues, with an emphasis on the health and wellbeing needs of people
- Sound knowledge in MS Office or similar packages and experience using databases
- Ability to use initiative, take direction, work with minimum supervision and contribute as part of a team
- Sound attention to detail
- Ability to understand and respect confidentiality
- Experience in handling financial transactions
- Experience in a community based or not for profit service desirable
- Experience working in an office/hotel/health environment providing administrative support and reception services an advantage.

Qualifications/Licenses

- Current first aid certificate desirable.

Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters