

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Out of Hours Support Officer	Department	Community Programs – Services Portfolio
Location	Townsville	Direct/Indirect Reports	Nil
Reports to	Administration and Facilities Coordinator	Date Revised	November 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3		

■ Position Summary

Australian Red Cross is now actively progressing its Strategy 2020 agenda to focus our efforts to make a real and lasting difference to the lives of people in Australia and overseas. The position's primary responsibility is to operationalise Strategy 2020 – Goal 4: Improve the wellbeing of those experiencing extreme vulnerability.

Townsville Wellbeing 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 Townsville.

Reporting to the Administration and Facilities Coordinator, 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 complex problems as they arise, ensuring the wellbeing and health needs are supported
- Liaise with hospitals, health care facilities and other agencies as required to meet the needs of guests
- Support and respond effectively to the reasonable health and wellness needs of guests whilst on duty, including following emergency procedures where required.

- Routinely check the security of the premises to minimise risk of theft and damage ensuring established policies and procedures are followed
- 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 other Wellbeing Centre staff and volunteers
- Other duties as requested by the Team Leader

■ 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 | 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.
- **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.
- **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.
- **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.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.

- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.

■ 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