



## POSITION DESCRIPTION

<b>Position</b>	Receptionist	<b>Position Number</b>	V000421
<b>Reports to</b>	Office Manager	<b>Direct Reports</b>	N/A
<b>Status</b>	Ongoing	<b>Time Fraction</b>	Full-Time / Part Time
<b>Award</b>	Clerks	<b>Location</b>	Dandenong / Frankston

## OUR VISION

Aboriginal self-determination – Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

## POSITION SUMMARY

The Receptionist is responsible for providing a professional and friendly first point of contact to all VACCA clients and visitors at the VACCA office. The role is essential in attending the front office, assisting with administration and support functions to various VACCA staff ensuring smooth operation of the reception and broader office.

## KEY RELATIONSHIPS

*Internal:* VACCA programs, staff, management, and leadership

*External:* Aboriginal community members and services contacting the local office

## KEY SELECTION CRITERIA

### ESSENTIAL

- Demonstrated commitment and understanding for the values that underpin VACCA' vision and purpose
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities.
- Organisational skills, including time management, attention to detail and the ability to multitask and prioritise
- Ability to undertake general administrative tasks and record keeping
- Excellent interpersonal skills, such as reliability and enthusiasm Good verbal and written communication skills including professional phone etiquette



- Demonstrated client/customer service and the ability to respond to needs of internal and external stakeholders

## REQUIREMENTS

- You must have a current employment working with children check card.
- Current COVID-19 vaccination (including booster dose, as applicable)

## POSITION ACCOUNTABILITIES

### KEY RESPONSIBILITIES

- Providing culturally appropriate and friendly first point of contact for all clients and visitors contacting the office
- Answering the phones in a professional and courteous manner,
- Providing an accurate record of phone messages via email and ensuring they are delivered to the relevant staff member in a timely manner
- Registering all incoming and outgoing correspondence and keeping an accurate record of these call being made and diverting the phones at night
- Collecting the mail from the Post Office and posting all outgoing mail.
- Maintaining the upkeep of the reception area in a neat and orderly manner.
- Photocopying and distributing all incoming mail
- Oversee the training and interview room booking diaries
- Undertaking general administrative tasks including filing, faxing, and photocopying etc.

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

## OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- The ability to work flexible hours when required
- Undertake other duties as directed



**VACCA**  
Connected by culture

## ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.

This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 4) level which requires mandated MARAM Family Violence Screening & Identification training and VACCA MARAM Identification responsibilities.