

Position Description

Title	Receptionist
Business unit	Home and Community Care Program for Younger People (HACC PYP)
Location	Gippsland (Sale, Morwell, and Bairnsdale)
Employment type	Casual
Reports to	Manager - Children Youth & Families

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 are 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 role of the Receptionist is to provide administration and rostering support to the HACC PYP team, other Gippsland based staff and external stakeholders. The position is the first point of contact with all entry to the office and will screen for appropriate support.

The role holds a portfolio of administration and finance tasks and will act as the liaison between teams, consumers, vendors and funding bodies, troubleshooting and resolving issues and will support the HACC PYP team with client and service provider liaison, and data entry requirements.

It is an expectation of the incumbent that they will be confident to work autonomously, communicate effectively with all stakeholders, and that they will foster excellent working relationships at the sites where they are located.

2. Scope

Budget: nil

People: nil

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Receptionist & HACC PYP Program Support Officer

3. Relationships

Internal

- Employees, volunteers, managers,

External

- Consumers / Clients
 - Community Service Providers as required
 - Vendors & Suppliers
 - Other providers and partners
 - Commonwealth, State and Local Government departments as required.
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4. Key responsibility areas

Service delivery

- Deliver administration support services that meet all relevant performance and outcome indicators and recommend areas for improvement
- Perform customer service duties in an efficient, professional and courteous manner including operating the switchboard, referring callers or visitors to relevant staff and passing on messages in a timely manner and ensuring office areas are clean and tidy
- Provide efficient and friendly service to all people who call or present at the offices
- Provide system reports, as required and recommend areas for improvement
- Perform general administrative tasks including use of MS Office suite programs but not limited to mail duties, document management, project research and administrative support to programs
- Provide support for meeting and functions including invitations, room bookings, catering, agendas and minutes
- Organising building and office resources, including vehicle booking system
- Maintain archiving on an annual basis
- Support other staff members as requested.
- Provide orientation to new program staff on office procedures and systems Maintain file registers and centralized filing systems as required
- Assist with initiating service delivery through contract commencement, maintenance and escalation to procurement, with service providers, suppliers, staff and consumers
- Assist teams to ensure Purchase Orders are completed correctly for matching service delivery and processing in a timely manner.
- Provide financial support which may include:
 - Accounts/ Invoices as requested.
 - Database entry or financial reporting by the program
- Liaise with Uniting People & Culture team for police checks for staff/volunteers

Finance

- Receiving, receipting, and banking of monies, including reconciliation of daily takings as required
- Review and respond to Accounts Payable queries, action and resolve where required
- Liaise with Accounts Payable on Vendor Statement Reconciliations
- Update systems for incorrect service entries on client schedules
- Verify service entries in system against invoices
- Investigate supplier invoices that cannot be verified
- Generate reports for service verification and fee schedules and provide to Manager and Team Leaders
- Aim for appropriate use and sustainability for all finance and other agency resources and assets

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Receptionist & HACCP PYP Program Support Officer

Quality and risk

- Promote a culture of effective legislative compliance across the organisation
- Comply with relevant legislative requirements and Uniting policies and procedures
- Report any incident or occurrence that may be in breach of Uniting's policies and procedures, to line manager or manager
- Assist to maintain Covid safety practices are followed and adhered to

People and teams

- Provide support, guidance, coaching to new staff members during their induction and orientation process
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful, and enthusiastic work environment

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 the 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.
- 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

5. Person specification

Qualifications

- Certificate in Business Administration or relevant experience
- Current Australian Driver's Licence

Experience

- Experience in Customer Service, reception and administration roles (**essential**)
- Strong experience in an administration environment inclusive of rostering, and demonstrated ability to learn and undertake routine office procedures and practices
- Local service knowledge or ability to source information
- Experience in handling sensitive information and maintaining privacy

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values

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- **Teamwork:** demonstrated ability to participate in a multi-skilling learning environment and a self-managing team, and ability to work as a cooperative and collaborative team member across the reception and administration teams, program teams, office teams and Gippsland Cluster teams
- **Communication:** excellent communication skills
- **Organisational skills:** excellent organisational skills
- **Attention to detail:** high level of attention to detail and accuracy
- **Computer skills:** demonstrated ability to use computers efficiently including Word, Outlook
- **Problem solving:** demonstrated ability to develop creative solutions to issues that arise within the community or workplace using community development principles
- **Interpersonal skills:** demonstrated ability to relate positively to a large range of people from diverse backgrounds, particularly people with disabilities

Other requirements

- Legal eligibility to work in Australia
 - A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
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6. 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.

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