



POSITION DESCRIPTION

Position title:	Administrator/ Receptionist
Time fraction	Multiple roles - Casual or Fixed Term 30 hours per week
Position holder:	
Position reports to:	Sharon Collier and Renu Barnes
Program:	Barwon Family and Relationship Service, Geelong Family and Relationship Service and Community Programs, Western Region
Location:	Geelong McKillop, Geelong FRC and Footscray

MISSION - VISION - VALUES

Relationships are at the heart of why CatholicCare exists. We help people to build positive relationships, and repair connections when needed.

CatholicCare works on behalf of the Archdiocese of Melbourne and the Diocese of Sale with a mission to break down the barriers to social inclusion by strengthening families and communities.

Our vision is for a stronger, more resilient and inclusive society – where everyone can reach their potential and enjoy life to the full.

We draw on the principles of Catholic Social Teaching to inspire and direct our endeavours. As an organisation, and as individuals, we value; Dignity, Compassion, Collaboration, Inclusion, and Responsibility.

“I have come so that you may have life and have it to the full”

{John 10:10}

POSITION PURPOSE

To ensure the smooth running of the branch through the provision of high quality reception and administrative support.

POSITION ACCOUNTABILITIES

NOTE: This position description intends to describe the general nature and level of work related to this role. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not necessarily significant.

- Handle appropriately the wide range of enquires and requests for support from clients, staff, and other branches, including Head Office, external organisations and community agencies.
- Handle complex enquires and requests of the branch, including provision and scheduling of client appointments, liaison with practitioners, provision of information, and appropriate referrals.
- To assist with proficiency, tact and empathy the diverse clientele linked with the programs associated with the branch.
- To screen calls and make appropriate responses.
- Manage waiting lists.
- To effectively use client management system
- To assess the urgency of request and provide basic support in crises situations when appropriate practitioner is unavailable.
- Develop and maintain client confidentiality at all times.
- To receive clients and to assist them according to office protocols.
- Client registration and file allocation at branch level.

- To collect (or receive) and sort daily mail.
- Provide administration support including preparation of program statistics, and other associated records.
- To use specialised knowledge to initiate, implement office procedures for new branch programs.
- Implementation, maintenance and supervision of front office functions and administrative systems.
- Assist with correspondence, file management, record keeping, information collation and report preparation, program support materials, and computer and associated equipment maintenance.
- Effectively manage own timelines and delegate responsibilities and duties under limited supervision.
- Process accounts payable, issue receipts, and manage accounts payable.
- Where applicable, provide training and supervision of reception/administrative duties for less senior administrative staff, relieving administrative staff, interns and volunteers.
- To attend, record and transcribe minutes of meetings.
- Order and maintain adequate stocks of stationary and staff refreshments
- To attend to such organisation as may be required for internal social functions and external functions, meetings and professional development.
- To attend professional development/training as directed.
- To participate in staff appraisal procedures.
- To attend to other duties as may be required from time to time by the Manager.
- To provide relief for the other receptionist during periods of annual or unexpected leave if at all possible, and in negotiation with the Manager.
- To effectively manage financial transactions with regards to fees and petty cash.
- All other duties as requested by Manager.

KEY SELECTION CRITERIA

Qualifications

- Qualifications appropriate to the position

Experience

- Experience with Microsoft packages including Outlook, Word and Excel, the ability to quickly adapt to other applications.
- Experience using a Client Management system

Competencies

- Excellent telephone manner, including the ability to provide advice and referral information over the phone to callers enquiring about a range of program and personal matters.
- Competence in file creation and maintenance.
- Excellent prioritization and time management skills to meet deadlines.
- Strong attention to detail, and the ability to work effectively in, and contribute to, a positive and productive team environment.
- Flexibility in environment.

Personal qualities and attributes

- Strong interpersonal skills, highly professional, and excellent verbal and written communication skills.
- Ability to work effectively in, and contribute to, a positive and productive team environment
- Commitment to the values of CatholicCare

Other requirements

- A Victorian Driver Licence
- A current Australia Wide Police Check and International Police check (if you have lived overseas for 12 months continuously in the past 10 years), – please be prepared to have this done since it forms part of our standard due diligence
- A current Working with Children Card
- Relevant documentation certifying the right to work in Australia

JOB SCOPE

Roles reporting to this position:	<ul style="list-style-type: none">• None
Key stakeholders – internal:	<ul style="list-style-type: none">• CatholicCare staff
Key stakeholders – external:	<ul style="list-style-type: none">• Significant client base contact within the community
Budgetary accountability:	<ul style="list-style-type: none">• N/A
Confidentiality of information:	<ul style="list-style-type: none">• High

JOB CONDITIONS

Conditions of Employment are in accordance with the Centacare Catholic Family Services (CCFS) Employment Agreement 2008. CCFS changed its name to CatholicCare on 4 April 2011, but the Centacare Catholic Family Services Employment Agreement 2008 endures until it is re-negotiated and updated.

CatholicCare has Public Benevolent Institution tax status; our employees can reduce their taxable income through salary packaging and thereby increase their take-home salary.

All staff employed by CatholicCare are expected to perform their work in a manner consistent with the mission and practice framework of the organisation.

There may be occasions when overtime is necessary to complete tasks; however, this is not the norm.

SIGNATURES

Employee:	Date:
Senior Manager/Director:	Date:
Director Human Resources:	Date: