

	Position Title: Receptionist		Team: Administration Team		Region: South Eastern
	Supervisor: Senior Administration Officer	Delegations and Authorities: In Line with Delegations Policy	Band: (A-F) A	Date Completed: July 2017	

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>		<p>The Receptionist will provide general support to the broader South Eastern Administration Team which has key offices in Scoresby, Clayton and Noble Park.</p> <p>As the role will primarily undertake receptionist duties, it may interact with clients who have experienced considerable trauma and may exhibit challenging behaviour. This role is the 'face' of the region for external clients and key partners and as such, it is expected that the incumbent acts in a professional and respectful manner at all times with all staff and exhibits Berry Street's core values in all they do.</p>
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE
<p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p><i>Courage:</i> To be the best we can be and to never give up</p> <p><i>Integrity:</i> Expect a personal and organisation commitment to honesty</p> <p><i>Respect:</i> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><i>Accountability:</i> Be responsible for our own actions</p> <p><i>Working Together:</i> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>		<p>The primary objective of this role is to provide reception and general administration support to staff and programs in the South Eastern Region, which has multiple programs and locations and includes:</p> <ul style="list-style-type: none"> • Answering of telephones, directing calls and supporting visitors to the office • Directing incoming and outgoing mail • General administration including typing of minutes, creating documents, updating databases, filing and photocopying etc... • General office management ensuring office and facilities are tidy and presentable at all times
		RELATIONSHIPS
		<p>Whilst this role is based from our Clayton office, travel may be required to support our Scoresby office and Noble Park school. This role is part of the broader Administration Team.</p> <p>This role reports to Senior Administration Officer who will provide supervision and review. This role has zero direct reports and works in conjunction with other team members.</p>

KEY SELECTION CRITERIA

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Highly developed administrative and organisational abilities in a team administration environment.
- Excellent interpersonal and communication skills (written and telephone), including being able to work well within a team and to communicate effectively with all levels of staff and external bodies.
- Have a sensitive non-judgmental approach and be aware of the needs of clients, staff and other people.
- Accuracy and high attention to detail, including ability to touch type at reasonable speed
- Excellent communication skills – verbal and written – including being able to communicate effectively
- Experience in working with MS Office Suite, particularly Excel spreadsheets & functions, Word formatting and database management.
- Skills in assisting all levels of staff and external bodies with a supportive demeanour.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.
- Must have previous experience in a receptionist position.

DESIRABLE

- Experience working in a Not-For-Profit/ Community Services setting is desirable, but not essential.
- A relevant qualificationsuch as a Cert IV/ Diploma in Business Administration.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITY
Reception Duties	<ul style="list-style-type: none"> • Receive, assist and redirect all visitors to the office. • Answer all incoming calls, redirect calls to appropriate staff and take messages as required. • Ensure that at all times the reception area is in an orderly manner and that Berry Street program and organisational displays are maintained, such as the Values Statement, Strategic Plan Poster, etc. • Ensure that the answering machine is switched on/off daily and that messages are checked and conveyed to the appropriate person. • Assist with and ensure that appropriate referrals of clients are made to Berry Street staff or other agencies as required. • Administer all incoming mail and outgoing mail. • Expeditiously handle and distribute facsimiles – in particular, collation, counting and faxing of timesheets each Monday before pay day to the Central office. • Receive, transmit and redirect email messages as required. • Take responsibility for ensuring that all cover sheets for the fax machine are kept up-to-date and that automatic dialling numbers are maintained in the fax machine
General Office Administrative Duties	<ul style="list-style-type: none"> • Take responsibility for ensuring that stationery, paper and amenities are ordered and appropriate stock is maintained. • Update and maintain list such as contact lists and internal extension lists. • Take responsibility for arranging maintenance of office equipment, such as photocopiers and fax machines, and ensure adequate supplies of consumables are maintained. • Provide administrative support to staff within the region, including typing and photocopying, as required. • Provide administrative support to staff within the region when completing ERIN reporting and CrimCheck paperwork. • Attend regional administrative, site and staff meetings, as required. • Where required by Senior Administration Officer take minutes of meetings. • Creation of files and packs for staff and carers • Be responsible for co-ordinating bookings for meeting rooms and ensure that meeting rooms are maintained at a high

	<p>standard, both before and after meetings.</p> <ul style="list-style-type: none"> • Assist in overseeing and maintaining a professional and tidy office space including the general amenities for the South Eastern Region. • Under direction of the Senior Administration Officer book accommodation and flights as required for staff. This includes researching appropriate accommodation, making and confirming bookings, organising payment and advising staff.
Confidentiality/Privacy	<ul style="list-style-type: none"> • Maintain client confidentiality in all circumstances in accordance with Berry Street Policies and Procedures and Privacy legislation.
Records Management	<ul style="list-style-type: none"> • Maintenance of databases including DHHS carers registry, CRISSP, FRSP online, CRP and SHIP and other local systems. • Maintain client, program and resource filing systems as appropriate. • Archiving of client records and program records in accordance with Berry Street Policies and Procedures and Privacy legislation.
Other Duties	<ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. • Maintain and update documents and data base, follow processes in line with the DHHS Home Based Care Program Requirements in relation to Carer compliance. • Other duties as directed.

CONDITIONS OF EMPLOYMENT

1. This is a full time, ongoing position working 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. You will initially be employed at the Clayton office, however may be required to work from the Scoresby or Noble Park sites from time to time. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
4. The base salary for this position is at SCHADS Level 3, Pay Point 1 - \$53,253.20 pro Rata under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased by through salary packaging.
5. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
6. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
7. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
8. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Work office hours with the possibility of extended hours.	Occasional
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
Manual Handling	Undertake manual handling (eg: lifting, pulling, pushing, moving, transferring, digging, twisting, restraining, supporting) of equipment, which would be of varying weight and size.	Daily
People Contact	Liaise with government, non-government and community organisations.	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasional
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time.	Regular
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Use public transport including trains, buses, trams and taxis.	Occasional