

	Position Title: Administration Officer – Front Desk		Team: Open Place		Region: Central
	Supervisor: Manager, Administration	Delegations and Authorities: In Line with Delegations Policy	Band: A	Date Completed: March 2019	

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>In 2003/04, the Senate Community Affairs References Committee held an inquiry known as Children in Institutional Care. As a result, the Forgotten Australians report was tabled in the Senate.</p> <p>Open Place is the State-wide Support Service for Victoria’s ‘Forgotten Australians’. Forgotten Australians are adults who were brought up in institutional and orphanage care. Open Place is auspiced by Berry Street.</p> <p>This service co-ordinates and provides direct assistance to address the needs and issues of people who grew up in “care”, helps people deal with the legacy of their childhood experiences and provides support to improve their health and wellbeing.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>To provide a welcoming, responsive point of contact for Service Users with complex needs</p> <ul style="list-style-type: none"> • Answer telephones and direct calls to teams as appropriate • Incoming and outgoing mail management • Provide general administration duties for staff and programs at Open Place • Ensure minor maintenance is undertaken
	REPORTING RELATIONSHIPS
	<p>This role is based at Suite 1, 8 Bromham place, Richmond.</p> <p>The position reports to the Manager Administration, who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety. • Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion. • 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 is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity. 	
KEY SELECTION CRITERIA	
<ul style="list-style-type: none"> • Excellent written and oral communication skills (including draft agendas and taking minutes). • Demonstrated ability to work flexibly in a fast-paced role and manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies Commitment to working respectfully with disadvantaged community members, particularly adults who grew up in institutional care in Victoria and an ability to listen with empathy and compassion and to manage stressful information. • Have a sensitive non-judgmental approach and be aware of the needs of clients, staff and other people. • Excellent time management and organisational skills, including the ability to negotiate with others. • The capacity to engage effectively over the telephone for extended periods of time with a polite and friendly telephone manner • Demonstrated commitment to working collaboratively as a member of a team and contributing to quality improvement initiatives. • Demonstrated understanding of and commitment to the principles of equity, diversity and occupational health and safety. • Understanding of privacy laws and confidentiality. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A minimum of 3 years' experience in a similar role. • Demonstrated Reception experience with high volume call capacity. • 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. 	<ul style="list-style-type: none"> • Previous experience working within the Community sector.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Provide Reception duties including managing a small but busy switch board utilising Skype for Business and managing mail in and out of the service and catering for the various needs of service users who “drop in” to Open Place as required. • Answer all incoming calls in a timely manner and redirect calls to appropriate staff. • Record accurate email messages and forward to staff in a timely manner. • Review and action voicemail messages at the start of the day. • Maintain mail register. • Distribution of faxes, arranging couriers. • Ensure that the reception area is maintained in an orderly and professional manner. • Deal respectfully with all visitors to the Open Place service. • Provide back-up to the Drop-in Centre Coordinator as required.
Administration	<ul style="list-style-type: none"> • Drafting agendas, organising catering and taking and producing minutes as required • Manage general maintenance requests. • Stationary and supplies purchasing • Other duties as directed.
IT Support	<ul style="list-style-type: none"> • Provide basic IT support to staff within Open Place and direct other problems to the Help Desk
Program Development	<ul style="list-style-type: none"> • Work within service guidelines and practices that ensure quality practice and program deliverables and in accordance with relevant Berry Street policies and procedures and Berry Street Values. • Participate in regular and formal supervision with the Manager of Administration. • Participate in regular team meetings and regular professional development opportunities.
Team Work	<ul style="list-style-type: none"> • To fully participate and contribute to the on-going development of a strong and effective staff team and quality improvement. • Maintain regular communication with all Administration workers and Manager of Administration in relation to service user needs and expectations
Confidentiality and Privacy	<ul style="list-style-type: none"> • Maintain service user confidentiality in accordance with Berry Street Policies and Procedures and Privacy legislation.
Other	<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. • Other duties as directed

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
2. You will initially be employed at our Richmond – Open Place Office. 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 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration for this position is CLASSIFICATION 4.1 \$65,326.56 gross per annum (full time equivalent), under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. 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.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-employment health declaration, a criminal records check and proof of identity and qualifications.
8. 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.
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 on the telephone for extended periods of time	Daily
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Present at court and other jurisdictions	Rarely
	Perform 'on call' duties	Rarely
People Contact	Work with clients who may have a physical or sensory disability, or mental health or substance abuse issues	Regularly
	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	Occasional
	Interact with clients and members of the public who could display verbal or physically challenging behaviour	Occasional
	Facilitate access to specialist, generic and community services	Regular
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 (e.g. financial reports), participating in meetings and concentrating for long periods of time	Daily
	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