

POSITION DESCRIPTION

Administration Officer/Receptionist

Program:	Sacred Heart Local
Reports to:	Manager Sacred Heart Local
Supervises:	Nil
Date of Last Review:	April 2024
Classification:	Home Care Employee Level 4 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Sacred Heart Local (SHL) is an in-home support program delivering services specifically tailored for people who are homeless, at risk of homelessness and /or socially disadvantaged. SHL delivers accessible, responsive, evidence informed and innovative services with this client group in the community to safely maintain their familiar environment for as long as possible, and foster independence where possible. SHL provides funded services through: Commonwealth Home Support Program (CHSP), Home Care Packages (HCP). e. Services include Case Management, Social Work, and In-Home Care (Support Work).

PURPOSE OF THE POSITION

The Administration Officer / Receptionist is responsible for reception duties, both telephone and face to face, and will ensure high quality administrative services are provided to Sacred Heart Local. They are required to display a high level of professionalism while interacting with clients and staff, and when dealing with confidential or sensitive issues and documentation. The role is also required to provide administrative support to the program and staff.

KEY RESPONSIBILITIES

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Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
Administration / Reception	<ul style="list-style-type: none"> • Provide administrative support as directed by Program Manager, Quality Officer, Social Workers and Case Managers. • Promptly attend to incoming calls, take messages and, refer to appropriate Programs or staff. • Coordinate staff appointments with clients. • Monitor and process petty cash for approval by the Program Manager. • Maintain documentation and statistics for reporting purposes. • Process and distribute mail (internal, external, faxes and e-mail). • Order, receive and maintain stock of all office supplies. • Ensure requirements are met for the leasing of Fleet cars.
Clients	<ul style="list-style-type: none"> • Establish client files and associated forms required for entry into SHL Program. • Maintain client service records.
Staff	<ul style="list-style-type: none"> • Work with Staff and Volunteers in accordance with the values of the organisation and staff. • Maintain records of staff training, police checks and other mandatory requirements. • Assist staff with Human Force issues and collection of fortnightly kilometres. • Assist with staff recruitment procedure and onboarding as directed by the Program Manager.
Programs	<ul style="list-style-type: none"> • Maintain Approved Supplier agreements register to ensure all contracts are completed and reviewed within set timeframes and assist the Program Manager to send out and collate the return of annual contracts. • Maintain electronic client service records in both SRS and Turnpoint platforms. • Prepare and review submissions and reports relating to service delivery and compliance such as DEX monthly reporting.

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	<ul style="list-style-type: none"> • Prepare data required for the SHM Finance Team to monitor staff productivity. • Contribute to the maintenance of Accreditation of SHL Program. • Participation in special projects as directed by Program Manager. • Ensure a welcoming environment for clients, staff and external service providers. • Participate in staff meetings, program planning, professional development sessions and staff training as required. • Contribute to a workplace environment that supports peers, develops teamwork and ensures the provision of quality services for Mission clients.
Professional Development	<ul style="list-style-type: none"> • Attend and participate in regular supervision sessions. • Undertake all mandatory and core training in a timely manner. • Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Health & Safety	SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
Information Security	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
RISK	All SHM staff are required to consider, identify, and address risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- Current COVID-19 vaccination with evidence of having three doses or a valid medical exemption certificate.
- A current Criminal Records Check.

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- Eligibility to Work in Australia.

QUALIFICATIONS

- Relevant tertiary qualification such as a diploma in administration (Desirable).

KEY SELECTION CRITERIA

- Previous experience of providing administrative support including record keeping, and attending to phone calls, responding to queries, and producing regular administrative reports.
- Proficient in MS Office applications.
- Good written and verbal communication skills.
- Good organisational skills and attention to detail.
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Strong alignment with the values of Sacred Heart Mission.

VISION, MISSION AND VALUES

Our vision is of an inclusive, fair, and compassionate community, which enables people to overcome disadvantage and realise their full potential. Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion. Our Values are:

- **Welcome** – we welcome and actively engage people in order to build relationships based on respect and trust.
- **Community** - we enable people to feel supported by and connected to the broader community.
- **Challenge** - we challenge the unjust social and economic structures that cause disadvantage, social exclusion, and homelessness.
- **Accountability** - we measure the impact of our work so that we can develop the evidence to address deep, persistent disadvantage and social exclusion.
- **Innovation** - we ensure that our services remain contemporary, creative, responsive, and effective.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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