

POSITION DESCRIPTION

Administration Officer / Receptionist

OVERVIEW

Program:	Sacred Heart Local
Reports to:	Program Manager
Supervise:	Nil
Date of Last Review:	February 2021
Classification:	Home Care Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or successor Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

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.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

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 deliver 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, National Disability Insurance Scheme (NDIS) and Brokerage. Services include: Case Management, Support Coordination, 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 and sensitive issues and documentation.

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Accountability	Major Activities
Administration / Reception	<ul style="list-style-type: none"> ▪ Provide administrative support as directed by Program Manager, Program Coordinator and Case Managers. ▪ Telephone answering, message taking, referral to appropriate Programs and coordinating staff appointments with clients ▪ Promptly attend to incoming calls, and to directing them to staff or take messages. ▪ Monitor and process petty cash for approval by the Program Manager. ▪ Maintaining 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 that the 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 residents accounts. ▪ Maintain client service records.
Staff	<ul style="list-style-type: none"> ▪ Work with Staff and Volunteers in accordance with the values of the organization, and the staff values. ▪ Maintain records of staff training, police checks and other mandatory requirements. ▪ Assist staff with Time Target issues and the collection of fortnightly kilometres. ▪ Assist with staff recruitment procedure and onboarding

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Program	<ul style="list-style-type: none"> ▪ Contribute to the maintenance of Accreditation of SHL Program. ▪ 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.
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current National Disability Insurance Scheme (NDIS) check
- Right to work in Australia

Desirable

- Relevant tertiary qualification such as a diploma in administration

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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 details
- 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.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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