

POSITION DESCRIPTION

Position	Receptionist/Admin Assistant
Reports to	Office Manager
Direct Reports	Nil
Status	Full time Ongoing position
Location	Based at the Chirnside Park office

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 800 staff and delivers more than 70 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing.

Central to VACCA's work is the importance of connection to family, community and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA will play a key role in the process of transitioning the care and case management of Aboriginal children from government and non-Aboriginal organisations to Aboriginal community-controlled organisations following the recent decision of the Victorian Government.

VACCA is implementing cultural therapeutic ways which is an agency wide framework that underpins our work with the community, our clients and staff

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

PROGRAM AREA

The Eastern VACCA administrative area is able to maintain confidentiality, is highly organised and professional and has the ability to work respectfully with staff, Aboriginal families and professionals alike. The Reception/Admin Assistant will be responsible for the smooth running of reception and administration responsibilities for the Chirnside Park office and ensure the reception area is maintained to a high standard. This position reports to the Office Manager.

POSITION SUMMARY

The role of the Receptionist/Admin Assistant is to provide a professional and friendly first point of contact to all VACCA clients and visitors. They will also be responsible for communicating messages and contact to staff in the offices via answering the phone and maintaining the message service.

KEY RELATIONSHIPS

Internal: Client service staff and corporate services

External : Aboriginal community members and services contacting the local office

KEY SELECTION CRITERIA

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and a willingness to champion these internally and externally
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with awareness of the key issues which impact upon Aboriginal communities
- A proven ability to provide a professional and courteous telephone service to callers.
- Demonstrates effective and culturally appropriate interpersonal skills in all aspects of their role and in performance of duties
- A proven ability to undertake a range of administrative tasks in a complex and demanding work environment.
- Sound computer skills.
- A proven ability to deal with pressure and manage a number of competing demands.
- Experience in the storage, accessing, handling and security of confidential written material.
- An ability to work as part of a team and independently.
- Excellent organizational abilities.

REQUIREMENTS

You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.

POSITION ACCOUNTABILITIES

- Providing a culturally appropriate professional and friendly first point of contact for all clients and visitors to the Agency.
- Answering the phones in a professional and courteous manner, including:
 - providing an accurate record of phone messages via email and ensuring they are delivered to the relevant staff member in a timely manner
 - Diverting the phones at night
 - Detailing the recorded messages when undiverting the phones
- Being central point of contact internally for staff outgoing mobile and STD phone calls and keeping an accurate record of these call being made
- Registering all incoming and outgoing correspondence and collecting the mail from the Post Office on a daily basis, including:
 - Photocopying and distributing all incoming mail
 - Posting all outgoing mail
- Manage the petty cash systems and office debit card purchases
- Oversee the training and interview room booking diaries.
- Ensuring that visitors sign the visitor's register book and receive and return a visitors pass whilst in the building
- Be involved in the management of the fleet booking system and maintenance and care of vehicles, building maintenance, including booking and liaising with contractors and the property department
- Undertaking general administrative tasks including filing, faxing and photocopying etc.
- Maintaining the upkeep of the reception area in a neat and orderly manner.
- Participating in staff meetings, unit meetings and training sessions.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.



- Participate in project groups and attend events
- Undertake other duties as directed

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.