

POSITION DESCRIPTION

**Our Mission is to empower individuals, families and communities
to meet the challenges of life and relationships.**

POSITION TITLE	Receptionist		
STATUS	Permanent Full-time		
AWARD	Social, Community, Home Care and Disability Services Award, Level 2		
LOCATION	Toowoomba		
REPORTS TO	Administration Coordinator		
PROBATION PERIOD	Three (3) months with the option to extend to six (6) months		
AUTHORISED BY	The Director	REVIEW DATE	December 2018

Overall Purpose

The purpose of the Receptionist role is to be the first point of contact for our customers within the framework of CatholicCare Social Services' stated Mission, Vision and Values. The scope of the position is to provide administrative support for a very busy environment that enhances the service experience of the customer across a wide range of programs and services.

Duties

Primary Duties

- Provide quality first point of contact customer service to various stakeholders in a diverse environment;
- High quality data entry for client management system and financial system (including Evolution);
- Organise and coordinate client appointment activities, including the arrival of clients, booking appointments, management of cancellation/rescheduling of appointments, management of client waiting lists and coordinating follow-up appointments;
- Provide high quality administrative support to ensure efficient client services including minute taking, fleet management and general site support across the region.

As a member of CatholicCare's work team generic responsibilities include:

- Establish and contribute to productive working relationships across a number of professional work teams within the program partnership;
- Participate in line management and professional development both internally and externally;
- Participate in meetings that may include staff forums, staff meetings, working groups, peer supervision, planning and review of service;
- Comply with CatholicCare's Policies and Procedures, including the Workplace, Health and Safety Framework and Guidelines;
- Contribute to, and be part of, the organisational culture with a focus on CatholicCare's Mission and Vision, teamwork, cooperation, client service, quality, safety and confidentiality;
- Ensure the efficient use and maintenance of employer provided materials and equipment;
- Maintain a sound level of skill in Microsoft Office and other database management systems;
- Deliver culturally appropriate services;

- Contribute towards continuous improvements in the workplace;
- Promote CatholicCare’s range of programs;
- Other duties and responsibilities from time to time that you are competent and trained to do.

Organisational Relationships

This role works under regular supervision.

Responsibilities (as per the SCHADS Award)

To contribute to the operational objectives of the work area, a position at this level will include the following:

- a) Undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guideline;
- b) Perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area;
- c) Provide secretarial support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work;
- d) Perform tasks of a sensitive nature including the provision of more than routine information, the receiving and accounting for moneys and assistance to clients;
- e) Assist senior employees with special projects.

Requirements of the Position - Prerequisites

To be appointed to this role, applicants must:

- Have an intermediate knowledge of administrative practices and procedures relevant to the workplace;
- Hold a current driver’s licence;
- Have a current (or eligibility for) Qld Working with Children Check – ‘Blue Card’;
- Have a current (or eligibility for) Australian Criminal History Check;
- If applicable, have evidence of Australian Work Rights to confirm citizenship or a visa holder.

Key Selection Criteria

- Demonstrated and well-developed communication and interpersonal skills to provide quality customer service to various stakeholders in a diverse environment;
- Demonstrated working relationships that are constructive and cooperative with other members of staff, stakeholders and other external organisations;
- Demonstrated ability to work under general supervision;
- Intermediate knowledge of administrative practices and procedures relevant to the workplace;
- Demonstrated intermediate competency with the use of all Microsoft applications.
- Proven ability to work within a team environment, follow standard business processes and contribute to process improvements to meet timeframes and ensure team outcomes are achieved;
- Demonstrated willingness to work within the Mission and Vision of CatholicCare.

Key Performance Indicators

- Client feedback and evaluations are positive regarding first point of contact interactions;
- Administration and finance tasks are carried out in a timely, accountable and professional manner;
- Follow the appropriate organisational policies and procedures relating to the provision of corporate and administrative services;

- Client information is accurately recorded and reported through CatholicCare’s client management system;
- Participation in regular, pro-rata line management sessions and attendance at professional development/training sessions as required by the organisation;
- Effectiveness of working relationships within CatholicCare and consistent demonstration of required values and behaviour based on feedback and staff performance and review;
- Reporting procedures and protocols are observed – including risk management, incident reports and reporting of problems.

To be completed on appointment

POSITION TITLE	Receptionist		
This position description is accepted with the full understanding of my obligations and authorities and I accept the responsibilities described herein:			
Name of Employee			
Signature		Date	
This position has been accurately described, is current and has been explained by:			
Signature		Date	

Distribution: Signed original for employee personnel file Copy to employee