



Family and Community Services Receptionist

EMPLOYMENT STATUSES

Status	Part time	Award	ACCHO Award
Hours per week	32 Hours per Week	Classification	Grade 2
Length of Term	Fixed Term	Salary	As per award
Reports to	Family Harmony Program Manager	Additional Benefits	Access to Salary Packaging
Secondary Report	Family and Community Services General Manager	PD Review Date	12 months (11/11/2019)

ORGANISATIONAL CONTEXT



The Bendigo & District Aboriginal Cooperative (BDAC) is an ACCO (Aboriginal Community Controlled Organisation) registered as a member under the umbrella of VACCHO (Victorian Aboriginal Community Controlled Health Organisation) and represented nationally through NACCHO (National Aboriginal Community Controlled Health Organisation).

BDAC was founded to represent and provide services to the Dja Dja Wurrung community (Jaara people) and Aboriginal residents living in the Dja Dja Wurrung boundaries. BDAC has a responsibility to ensure growth of services, development of our Aboriginal community, better and improved health outcomes for our people, improved quality of life and be a lead agency in providing employment and career pathways for Aboriginal people.



LOCAL WORK ENVIRONMENT

Bendigo and District Aboriginal Co-operative provides a range of specialist services for clients based primarily in the Dja Dja Wurrung including Health and Wellbeing services, Family and Community Services and Corporate services.

POSITION OBJECTIVE

The General Receptionist reports directly to the Family Harmony Program Manager. The position provides the reception duties and administration support to Bendigo and District Aboriginal Co-operative. The position will also provide a high level of customer service to internal and external clients.



BDAC'S VISION AND CORE VALUES

"Empowered generations belonging to strong families, culture and community"

<u>LEAD</u>	We are committed to lead as an individual, team and organisation in order to achieve positive health and wellbeing outcomes for our community.
<u>OPENNESS</u>	We will be accountable and remain transparent in the delivery of our service to clients, visitors and staff.
<u>RESPECT</u>	We treat one another with honesty, integrity, respect and value everyone's opinion and feedback.
<u>EXCELLENCE</u>	We strive for excellence in our programs and services so that we can support positive health and wellbeing outcomes for our community.

KEY POSITION RESPONSIBILITIES

Primary Responsibilities	<ul style="list-style-type: none"> • Sorting incoming mail, administering outgoing mail, distributing faxes and packages and assisting with bulk mail outs and correspondence. • Managing incoming calls for the family and community services building transferring calls to the appropriate team or worker and taking messages when staff are not available. • Managing clients and stakeholders when waiting for appointments. • Strictly observing the principles of confidentiality and security of clients' personal and private information. • Deliver professional and efficient customer service to potential clients and internal staff via phone, email and mail. • Maintaining Meeting Room Bookings database through accurate data input and accountability of meeting room cleanliness. • Maintain a broad and current knowledge of BDAC's programs and future work and promote BDAC Programs to the Aboriginal Community and Professionals. • Promote relationships between BDAC staff, related program areas, local community and Stakeholders. • Liaise with the other BDAC program areas to ensure the best possible outcomes for clients and community. • Notify the General Manager of any complaints or concerns from BDAC, staff, clients and Stakeholders. • Liaise with Admin Support to ensure all stationary and operating supplies are maintained. • Ensure Reception is clean and tidy at all times. • Maintain Family and Community Service Client Data base and archiving database. • Stock promotional materials and information for Community in waiting area. • Other duties as requested by the General Manager of Family and Community Services.
Administration &	<ul style="list-style-type: none"> • Model and abide by BDAC Values, Code of Conduct and Policy and Procedures; • Participate actively in and facilitate supervision and professional development activities; • Ensure that you participate in team meetings, staff meetings and other community activities as requested; • Ensure that you adhere to legislative requirements;



Compliance

- Ensure that you report any risks identified immediately to your line manager;
- Participate within the team to ensure performance against expectations including performance management and staff development, in accordance with BDAC's policies and procedures;
- Ensure that all staff are provided with and operate in a safe environment in accordance with BDAC'S OHS policies and procedures;
- Participate in Continuous Quality Improvement (CQI) activities.

COMMITMENT TO SAFETY

- All children have the right to be children and live free of abuse and neglect, so they can grow, learn and develop. Everyone within BDAC is responsible for ensuring a culture of child safety; preventing child abuse and abiding by the Child Safety Principles;
- BDAC is committed to the health and wellbeing of its employees and stakeholders;
- BDAC has a zero tolerance to all forms of violence.

KEY SELECTION CRITERIA

- Excellent communication and interpersonal skills
- Demonstrated experience in reception and administration procedures
- Ability to effectively and efficiently plan and organise own workload
- An ability to manage stressful situations
- Ability to work independently and in a team
- Demonstrated willingness to adapt to different situations and tasks on a day-to-day basis
- Well-developed skills and knowledge of Microsoft office suite, in particular; Microsoft Word, Excel, Access, PowerPoint, Outlook, Publisher, and Internet Explorer
- Understanding of Aboriginal culture

Preferred / Desired Education, Training and/or Competencies

- Certificate III in Office Administration or equivalent
- Knowledge of Aboriginal Cultural and Historical Issues
- Experience with communicating to local Aboriginal communities

CONDITIONS OF EMPLOYMENT

- Must pass a Criminal Police Record Check;
- Must pass & provide copy of Working with Children's Check;
- Must hold current full Victorian Drivers Licence and provide a copy;
- If the position is for a role specifically to provide disability services (or work that involves regular direct contact with or access to a person with a disability), BDAC will check the prospective employee against the Disability Worker Exclusion List.

EMPLOYEE STATEMENT

I have read, understood and accepted the above position description of the Family and Community Services Receptionist.

EMPLOYEE NAME:

SIGNATURE:

DATE:/...../.....