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| Position Title | Receptionist |
| Employment Status | Full time/ Part Time/ Casual / Volunteer |
| Position Reports To | Services Manager |
| Award Classification | N/A |

**Organisational Context**

Care Goondiwindi Ltd. provides Goondiwindi and surrounding communities with a range of community services intended to increase the quality of life within the region.

All of our services are designed to meet the needs and choices of individual clients and the community.

**Our mission is** to support individuals and families to enjoy a quality of life and to participate in community life with confidence and competence.

**1. Primary Role**

To assist with reception duties including day-to-day operations and administration support to several services provided by **Care Goondiwindi Ltd** to enhance customer service and program delivery to the local and wider community.

**2. Role Duties**

 The Receptionist is required to:

* Provide administrative support, including word processing, data entry, collating information, reporting, filing and photocopying.
* Provide general reception duties, answering the telephone and taking messages in a timely manner.
* Assist Program Co-Ordinators by undertaking support tasks.
* Direct enquiries to relevant staff or refer to appropriate alternative services.
* Assist in monitoring requests for information and promotion materials, including recording in database.
* Assist in preparation and administration of organisation events.
* Identify and maintain stationery and resource requirements and supplies.
* Assist in the productions of the Newsletter and other communication materials.
* Maintain absolute confidentiality of office, client, and family details.
* Assist with disbursement of emergency relief in conjunction with Services Manager / delegate.
* Keep information available and up to date regarding specific literature e.g. brochures.
* Other duties as assigned by the Services Manager / delegate, including preparation and organise meetings as required.
* Comply with and remain up to date with all the organisation’s policies and procedures as well as current philosophies, Disability Service Standards and relevant legislation relating to the Disability Service Industry.

**3. Educational Qualifications**

Educational qualifications are not compulsory however, a sound knowledge of general administration and reception practices is preferred.

**4. Knowledge and Skills**

* Ability to work as a team member and being able to perform duties with limited supervision.
* Competent skills in communication with clients, stakeholders and members of the public from a diverse range of backgrounds with differing social, cultural and communication needs.
* Understanding of and commitment to the rights of the individual with respect to confidentiality, quality of service provision and accurate information.
* Ability to demonstrate empathy and listening skills when working with clients.
* Sound Knowledge of Microsoft Office Suites of products, which includes Word, Excel and PowerPoint.
* Skills including keyboard, database, and publisher.

**5. Work Practices**

* Maintain absolute confidentiality of office, client and family details.
* Ability to organise and prioritise daily work activities, both interpersonal and administrative.
* Ability to provide support to volunteers and other staff members.
* Ability to work with integrity and represent the organisation in a positive and valued manner when working with clients in the community.
* Demonstrated an empathetic approach to all clients’ contacts / needs.
* Ability to participate in staff training events and apply the information provided at the training to their work practices.
* Ability to practice work techniques and strategies according to Work Health and Safety workplace requirements.

**6. Communication**

* Ability to consult and liaise effectively with clients, their advocates/relevant others and staff. (Verbally, non-verbally and in writing).
* Ability to document data accurately and professionally.
* Ability to follow written instructions.
* Ability to seek guidance and counsel from supervisors.
* Ability to resolve conflicts and problem solve in an effective manner.
* Ability to communicate effectively as a member of a team.
* Ability to work effectively, flexibility and contribute as required within a small professional team.

**7. Confidentiality**

Ability to maintain confidentiality in all work related matters and work according to the organisations Privacy, Dignity and Confidentiality Policy and Procedure e.g. Clients support services and personal information.

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**Essential Requirements**

* Current Senior First Aid Certificate
* Current Class C Driver’s License
* Current Suitability Care for working with Children and young children (Blue Card – updated every two years) – QLD
* Disability Worker Screening Check
* Current Federal Police Criminal History Check (updated every two years)

**Acknowledgement**

I, **…………………………………………………….** acknowledge that I have read and understood the key areas described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position that are not listed in this statement and that fall within my competency and skill set. I have received a copy of this Position Description.

(This form is to be signed by the successful candidate or position holder – not to be signed by applicants for the position).

**Employee**

**Name:** ………………………………………………………………………

**Signed:** ……………………………………………………………………. **Date:** ………./………../………….

**Supervisor/Manager**

**Name:** ……………………………………………………………………..

**Signed:** …………………………………………………………………… **Date:** ………./………../………….