

Position Description

Title	Concierge, Prahran Hub
Business Unit	Alcohol and Other Drugs, Mental Health and Carer Services
Location	211 Chapel St, Prahran
Employment type	Full-time, Ongoing
Reports to	Team Leader, Reception

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

This role provides administrative support to the programs located at 211 Chapel St Prahran. The concierge will be located on the ground floor and will be the first point of contact in a busy and challenging environment, to meet and greet service users in an inclusive and welcoming space.

The position aims to engage with consumers, volunteers and staff to assist them with accessing the services in the building and with other Uniting programs and external stakeholders.

2. Scope

Budget: nil **People:** nil

3. Relationships

Internal

- Uniting staff and volunteers

External

- Members of the public
- External organisations

4. Key responsibility areas

Service delivery

- Provide administrative support for the 211 Chapel St site programs.
- Undertake concierge duties such as welcoming consumers and determining their needs and providing further information, respond to emails, book meeting rooms.
- When required, open and close reception area and commence work prior to 9am.
- Ensure a positive public image of Uniting is presented.
- Undertake general and routine administration tasks, such as collection and management of incoming/outgoing mail, document production, and property maintenance reporting.
- Provide excellent customer service to both internal and external consumers, which may involve building rapport with a variety of people.
- Maintain a high level of confidentiality and discretion in the handling of a wide range of information and projects.
- Assisting with screening consumers that breach code of conduct.
- Managing difficult and challenging behaviour of consumers.
- Assist staff as necessary.
- Assist consumers as necessary.
- Some manual handling may be required.
- Attend and engage in further training.
- Other duties as required.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- N/A

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.

Position Description

Prahran Hub Conceirge

- Demonstrated experience with the operation of a variety of Windows based applications and databases, and word processing skills.
- Ability to prioritise work and perform task with a high level of accuracy and efficiency, all whilst working under pressure.
- Experience in a customer service or administration role is desirable.
- Experience working with and/or understanding of disadvantaged community members is desirable.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Well-developed written, oral and interpersonal communication skills.
- Ability and drive to learn, and use initiative.
- Ability to work as part of a team.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: