

Position Description



Title	Receptionist
Business Unit	Alcohol & Other Drugs & Mental Health
Location	211 Chapel Street, Prahran 3181
Employment type	Full-time Ongoing
Reports to	Division Assistant AOD & MH

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 are 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

2. Position purpose

The Receptionist will provide the frontline service and response as the first point of contact, by either phone or direct contact, to greet and welcome Uniting's external consumers, visitors and other stakeholders who wish to access Uniting information and services. The position is also responsible for undertaking daily office duties, where appropriate. As required, the position undertakes a variety of administrative tasks for other service areas.

3. Scope

Budget: Nil

People: Nil

4. Relationships

- Internal:**
- Uniting Prahran Staff
 - Other Uniting representatives
 - Volunteers
 - Staff

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External:

- External organisations and services
- Clients and visitors to the Uniting Prahran office

5. Key responsibility areas

Service Delivery

- Greet all visitors and clients presenting at reception and telephone calls in a professional, welcoming and prompt manner, referring to appropriate services as required.
- Prompt receipting and distribution of mail.
- Complete photocopying and filing in a thorough and timely manner.
- Oversee Coupa concerning invoicing for approval and payment.
- Oversee the ordering of office supplies.
- Oversee multiple electronic email addresses.
- Ensure the reception and waiting areas are tidy and well presented.
- Provide minimal assistance with fleet car bookings if appropriate.
- Process new swipe cards to staff and visitors.
- Handle and bank donations as necessary
- Liasing with Op Shop team ensuring their equipment is stocked, making orders when necessary.
- Scheduling meetings, liase with attendees.
- Assisting with Minute Taking – Community Services Meeting
- Replenish postal stock when necessary (stamps, envelopes etc.)
- Replenish kitchen stock when necessary (coffee, tea, milk etc.)
- Other duties as required

Culture

- Model a positive culture in all interactions with staff, clients and all external stakeholders.
- Apply a solution-focused approach to problem solving, work collegiately with peers, while at all times upholding the values and mission of Uniting.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.

Quality and Risk

- Co-operate 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 (Vic. Tas.) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.

Personal Accountability

- 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

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consultation and communication.

- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (ie: equal employment opportunity, health and safety) and mandatory training specific to position.

6. Performance indicators

- Promotes and models sharing of knowledge and information.
- A practical working knowledge of human rights-based approaches, the individual and community context, and sector and organisation purpose and values.
- Is able to articulate and integrate sector and organisation approaches and values.

7. Person specification

Qualifications

- Certificate in Office Administration is desirable, but not essential.

Experience

- Reception or customer service experience, or previous experience in office administration is essential.
- Demonstrated understanding of strategies to deal with difficult customers or clients is desirable.
- Experience working with a large organisation's phone system and managing diversion of calls is desirable.

Core selection criteria

Values alignment: Ability to demonstrate and authentically promote Uniting's values

- Competent in suite of MS office programs.
- Excellent time management, organisational skills and ability to prioritise competing demands.
- Excellent verbal and written communications skills.
- Excellent interpersonal skills, demonstrated through examples of working successfully to gain the co-operation of colleagues and customers or clients.
- Sound judgment and problem solving skills to contribute to the planning and development of the service.
- Demonstrated commitment to professional development
- Satisfactory Police Check and Working with Children Check

8. 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **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.

9. Acknowledgement

I have read, understood and accepted the above Position Description

Employee

Manager

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Name:

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Signature:

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Date:

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