

Interchange Outer East
Receptionist
Position Description



Position: Receptionist
Reports To: Manager, Admin-Finance
Date: August 2018

ABOUT INTERCHANGE

Interchange Outer East works within the human rights framework:

- Dignity
- Respect
- Equity
- Freedom

Employees must have the passion and belief in people's rights and citizenship. They must treat all people with respect and dignity, valuing uniqueness (culture, family structure, customs, etc) and self worth. Communication should be based on honesty, listening and learning and creating relationships of trust.

Interchange aims to encourage people to develop skills and competencies through their work. Education is a lifelong process and many competencies can be learnt on the job through positive role models and training.

KEY ACTIVITIES

- Providing a range of quality respite care and support services to families of people with disabilities
- Providing a range of quality recreation, social, and life skill services to people with a disability
- Providing a range of opportunities for involvement by all people in the community

Employee's purpose is to:

1. Build a great community
2. Educate – sharing knowledge
3. Create opportunities
4. Create choices
5. Assist families and individuals
6. Make connections
7. Embrace change
8. Timely and open communication
9. Ensure sustainability
10. Have fun

Aim

Working as a part of a team, the position of Receptionist aims to ensure that the front desk reception and telephone reception functions of Interchange Outer East are met efficiently and effectively on behalf of the agency.

Job Summary

- Attend to all internal and external phone calls, answering enquiries and transferring calls and messages to appropriate staff
- Attend to all face to face enquiries
- Receipt cash, cheque and EFTPOS payments
- Accept deliveries and greeting visitors to the Interchange Outer East Office
- Ensure all incoming and outgoing mail is processed and appropriately distributed
- Support Interchange Outer East staff by providing assistance with creating documents, mail outs and photocopying
- Ensure consumable items (stationery, stamps, general camp supplies and cleaning products), are purchased and adequate supplies are maintained.
- Maintain communication paths to appropriately share information with Interchange Outer East employees, as required
- Distribute general (ioe@ioe & serviceauthorisations@ioe) emails
- Replenish stock of Interchange Outer East forms
- Distribute petty cash
- Maintain office equipment, i.e. photocopier/fax/printer, laminator
- Support the job-share receptionist during leave absences by working reasonable additional hours paid on a casual basis

Competencies Required

- A minimum Certificate III qualification, or equivalent proven experience, in a related field.
- The ability to communicate effectively with the job-share co-worker.
- A mature minded approach to both phone and face-to-face reception.
- The ability to handle distressed callers with compassion.
- Belief that all people with a disability contribute to the community.
- Capacity for high levels of independence and autonomy.
- Work within a team based approach.
- To understand and advocate the right of every individual to have access to some form of communication, which allows them freedom of expression and the ability to have choices and power over their own lives.
- Clear and effective communication skills, meeting the needs of people from various backgrounds and skill levels.
- Commitment to learn and develop skills.
- A focus on developing solutions to issues that arise through work practices.
- Being able to effectively handle interpersonal and work management pressures in a professional and positive manner.
- Ability to manage and address conflict.
- Ability to work within an environment of Information Systems and processes.
- Working knowledge of Microsoft Office programs.

Core Responsibilities

- Work within Interchange Outer East as a whole agency and within its strategic plan.

- Work collaboratively with all programs within Interchange Outer East towards a common goal and purpose.
- Be punctual.
- Maintain the confidentiality of individuals and families at all times.
- Work as a part of a team which is committed to the use of person centred thinking and practices.
- Demonstrate an understanding of disability and the challenges presented to individuals and families, particularly in terms of human rights, community contribution and valued status.
- Work in line with relevant Acts and frameworks i.e. Disability Act 2007, Disability Quality Framework.
- Understand the charter of human rights.
- Use work practices that respect all individuals within the Interchange Outer East community.
- Participate in quality processes.
- Promote positive practices within the workplace.
- To ensure that Interchange Outer East actively contribute to community education and inclusion through a human rights framework
- To attend relevant staff / team meetings.

Individual / Family Support:

- Treat all individuals with respect and dignity.
- Model good working practices to staff/volunteers when working with participants and families.

Training

- Participate in ongoing training and skills development.
- Attend Interchange Outer East position induction.
- When required, undertake sessions in Human Rights training

Staff Support

- Contribute to maintaining a productive and harmonious team.
- Treat colleagues and volunteers with respect and dignity.
- Support your fellow team members to work well and achieve desired outcomes.
- Be honest and open and communicate any concerns regarding individual's needs, work practices or working conditions to your team leader.

Development of the service

- Provide opportunities for individuals, families and volunteers of Interchange Outer East to have input into service development.
- Where appropriate attend and contribute to meetings and working groups that will contribute to the service's development and or Interchange Outer East as a whole.

Interchange Outer East Responsibilities

- Participation in team meetings.
- Report to line management upon request.
- To abide by the policy and procedures of Interchange Outer East.
- Attend and contribute to Interchange Outer East meetings.
- Attendance at staff meetings, training and other relevant meetings
- Involvement in formal and informal planning and evaluation processes for relevant programs and the agency as a whole

Administration

- Complete incident reports where necessary.
- Participate in any meetings relevant to the role you are undertaking.
- Maintain a healthy and safe workplace and environment for all, including the cleaning up of areas used.
- Complete a timesheet fortnightly.
- Consult with line management regarding any changes to your working hours and leave.
- Complete a leave application when required.
- Provide accurate acquittal of Interchange Outer East expenditure

Mandatory Requirements

Prior to commencement of work at Interchange Outer East, and in order to continue working, all mandatory requirements must be met. It is the responsibility of the employee to obtain and maintain currency of items (1) and (2) below. It is the responsibility of Interchange Outer East to maintain currency of items (3) below.

1. Current Working With Children Check
2. Current First Aid Certificate - HLTAID004 Provide Emergency First Aid Response in an Education & Care Setting
3. Crimcheck