

<b>POSITION TITLE:</b>	<b>Reception-Administration Officer</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool – travel throughout the Wimmera South West DHHS region and to Melbourne may be required</b>
<b>CLASSIFICATION:</b>	<b>Social, Community, Home Care and Disability Industry Award 2010. Level 1 to 2– Pay Point dependent on skills and experience</b>
<b>TEAM:</b>	<b>Corporate Team</b>
<b>EMPLOYMENT:</b>	<b>Casual</b>

## OUR ORGANISATION

**Emma House Domestic Violence Services Incorporated (EHDVSI)** was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

EHDVSI is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

## ROLE CONTEXT

As a member of the Corporate Services Team the Reception-Administration Officer is responsible for the provision of high quality contemporary receptionist and administration functions in support of EHDVSI, its staff and service users, while adhering to EHDVSI's organisational standards, policies and procedures.

The following frameworks and approaches underpin the work: a feminist framework, empowerment and strength based approaches, and is trauma informed.

## PRIMARY PURPOSE OF THE ROLE

To ensure a warm and friendly welcoming atmosphere at reception for all service users, staff, council members and visitors alike. To manage office duties in a professional and efficient manner, and provide administrative support to the Managers, Team Leaders and staff members.

## REPORTING RESPONSIBILITIES

The position directly reports to the Quality Compliance Manager, but is expected to work collaboratively across the entire service delivery team, including Senior Management.

## KEY RESPONSIBILITIES

### Personal and Professional

- Understanding of the value of professional supervision and a willingness to participate in reflective practice
- Commitment for maintaining an up to date knowledge base on issues relevant to office administration and reception
- Willingness to participate in the annual performance management processes
- Willingness and commitment to attend training and educational opportunities as identified in the annual individual professional development plan and as negotiated with the team leader

### Administration, Documentation and Reporting

- Knowledge of documentation of records within a compliance framework
- Knowledge of contemporary case recording principles and the application to service related documentation
- Possession of a variety of strategies to accomplish the completion of administrative tasks within nominated timelines
- Willingness to undertake associated administrative work
- To collect and collate data as required
- Skills to digitally record client information in accordance with agency and funding body requirements.

### Technical Skills and Knowledge

- To maintain high ethical standards and procedures in the areas of reception and administration
- Understanding of relevant privacy legislation that informs the collection and communication of service user information
- High level of knowledge and familiarity with electronic systems and applications relevant to the workplace, in particular, word processing, database, spreadsheets and email
- High level of administration competencies
- Understanding of and a commitment to agency and service user confidentiality
- Participation in data collection and maintain service related data as required
- Commitment to developing a working knowledge of the policies and procedures of the organisation, relevant government bodies and related government legislation.
- Commitment to operate within the policies and procedures of the service
- Skills and experience in the use of the Microsoft Office suite of programs

### Communication and Teamwork

- Commitment to effective communication and information sharing with colleagues, Executive Officer, Managers and the EHDVSI Board
- Willingness to represent the organisation professionally and promote services appropriately
- Ability to work in a well-organised manner, both independently and with team members and to contribute to a harmonious and team-based working environment

- Understanding of the principles of effective decision-making and dispute resolution processes
- Commitment to constructive networking with other agencies, businesses and services

#### Continuous Quality Improvement

- To participate in the organisation's CQI processes
- To participate in the quality improvement practices and outcomes in accordance with the relevant industry standards
- To participate in the Accreditation process and continuous improvement plan
- Contribute to monitoring of service provision to ensure outcomes are in line with internal and external standards, service philosophy and goals
- Participation in the development and review of organisational policies, procedures and work instructions as appropriate
- Understand the importance of encouraging service users to offer input and feedback about the service via the various channels available.

#### Workplace Health and Safety

- Demonstrate an understanding of the shared responsibility for a safe workplace
- Understanding of the core responsibilities of an employee in relation to occupational health and safety
- Participation in the monitoring of occupational health and safety practices within the workplace, and the addressing of any concerns via the appropriate channels, in a timely manner

#### Additional Duties

- Preparing and updating various documents, reports and data – including minutes from meetings, letters, brochures / flyers, data entry and manuals.
- Fleet management – this includes recording monthly odometer readings, arranging services and cleaning of vehicles as required and maintaining fuel cards.
- Ensuring stationary and office supplies are maintained.
- Undertake regular tasks as per requirements
- Work within the required financial parameters of the service
- Willingness to undertake additional duties as directed and / or negotiated with the Executive Officer or Quality Compliance Manager
- Other administrative duties as required

#### Child Related Precautions

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before working with children. Screening occurs via the mandatory Working with Children Check Act (2005), whereby all employees must have received a satisfactory assessment before employment can be confirmed, a satisfactory police record check, the interview process, whereby an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's history regarding working with children

#### Other

EHDVSI acknowledges **Aboriginal and Torres Strait Islander people** as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

EHDVSI actively values and **promotes diversity and is committed to being inclusive and respectful to all**. We welcome application from women and people who identify as women who are Aboriginal, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities.

**Risk Statement:** Risk management is a core component of EHDVSI governance arrangements and compliance across the organisation supports the Board, committees and senior management in their strategic and governance roles. Staff have an important role in contributing to, and applying effective risk management within their area of influence.

## QUALIFICATIONS, EXPERIENCE AND ABILITIES REQUIRED TO FULFILL THE ROLE

### Qualifications:

- Certificate in Business Administration
- Current Victorian Drivers Licence
- Current satisfactory Police Records check
- Current Working with Children Check

### Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Commitment to the vision, philosophy and objectives of EHDVSI
- Understanding of the nature, scope and impact of domestic and family violence on women and children
- Ability to work cooperatively and collaboratively with service users, colleagues and other service providers

## AUTHORISED BY:

NAME: Ruth Isbel  
POSITION: Executive Officer  
DATE: March 2021