

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Reception and Administration Officer</b>		
<b>POSITION OVERVIEW</b>	This role is located in WCS's front office and is the first point of contact for WCS. The role plays an important part in effectively engaging community members who seek information or support from WCS. This position sits within the Community Engagement Team and provides administrative and reception support for Woden Community Service including the Community Engagement Team.		
<b>CLASSIFICATION</b>	WCS Level 4	<b>SERVICE LINE   AREA</b>	Community Services
<b>EMPLOYMENT TYPE</b>	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input checked="" type="checkbox"/> CASUAL		
<b>EMPLOYMENT STATUS</b>	<input type="checkbox"/> FULL TIME <input checked="" type="checkbox"/> PART TIME	<b>HOURS PER WEEK</b>	Various
<b>LOCATION</b>	26 Corinna St. Woden, 2606, Main Office		
<b>IMMEDIATE MANAGER</b>	Intake and CASP Coordinator		
<b>INDUSTRIAL AGREEMENT</b>	Community Sector Multiple Enterprise Agreement 2014-2018 (ACT)		

### REPORTING RELATIONSHIPS

<b>NO OF DIRECT REPORTS</b>	Nil	<b>NO OF INDIRECT REPORTS</b>	Nil
-----------------------------	-----	-------------------------------	-----

### KEY RELATIONSHIPS

<b>INTERNAL</b>	All WCS employees
<b>EXTERNAL</b>	Service users

### KEY ACCOUNTABILITIES

- Welcoming and friendly engagement with community members presenting at WCS front office.
- Attend and respond to all general enquiries about our services and provide accurate information.
- Conduct intake processes, initial assessment and referrals using in-depth knowledge of WCS and external services.
- Apply strengths' based, trauma informed and culturally sensitive practices.
- Provide support to vulnerable people who may be in crisis and experiencing complex needs and deescalate disruptive situations effectively.
- Ensure current and comprehensive knowledge of WCS programs.
- Engage in the ongoing improvement of own knowledge and skills through self-learning and attending agreed training programs and reflective practice.
- Provide administrative support to WCS and the Community Engagement Team.
- Be an active member of the Community Engagement Team and support strategic direction of the team.
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and timeframes.
- Participate in the ongoing improvement of quality service delivery.
- Ensure orderliness and cleanliness of the reception area at all times.
- Ensure and source as needed, current information and pamphlets for the reception area.
- Apply WH&S principles at all times.
- Apply workplace Diversity and Equity principles at all times.

- Models WCS Purpose, Code of Conduct, Values and behaviours.

### EXPERIENCE & QUALIFICATIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>▪ Positive and friendly demeanour.</li> <li>▪ Ability to engage and communicate effectively with people from diverse ethnic and social backgrounds, people experiencing mental illness and other complex issues.</li> <li>▪ Experience in providing service information, conducting assessments and making referral.</li> <li>▪ Experience working in a fast paced changing environment that requires effective organisation skills.</li> <li>▪ Practical experience working with the Microsoft Office suite products</li> <li>▪ Experience with databases and systems, or an ability to quickly learn.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>▪ Diploma or Cert IV in related field</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ Ongoing employment is subject to a National Police check and a current ACT Working with Vulnerable People registration.</li> <li>▪ Demonstrate commitment to the Purpose and Values of Woden Community Service.</li> </ul>

<b>Document History</b>	<b>Original:</b> 2016 <b>Revised:</b> 1 April 2022 <b>Version:</b> 6			
<b>Employee's name</b>		<b>Signature</b>		<b>DATE</b>
<b>Manager's name</b>		<b>Signature</b>		<b>DATE</b>