

POSITION TITLE	Receptionist and Program Cover		
POSITION OVERVIEW	This position is responsible for covering the reception desk at Lyons Early Childhood School for up to 20 hrs pw spread over the week. This position also covers programming time for educators at the ELC.		
CLASSIFICATION	CSE Level 3	SERVICE AREA	Children's Services
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual		HOURS PER WEEK 38
LOCATION	Lyons Early Learning Centre		
IMMEDIATE MANAGER	Manager Lyons ELC and OSHC		
INDUSTRIAL AGREEMENT	Woden Community Service Limited Enterprise Agreement 2024		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	Nil	NO OF INDIRECT REPORTS	Nil
KEY RELATIONSHIPS			
INTERNAL	Manager and Assistant Manager Lyons ELC & OSHC. CS Management team. Executive manager CYSP		
EXTERNAL	ELC & OSHC families, Lyons Early Childhood School, ACT Children's Education and Care Assurance		
KEY ACCOUNTABILITIES			
<p>Reception Cover</p> <ul style="list-style-type: none"> Greeting and welcoming visitors at the front office and directing them to the appropriate person or place. Answering, screening and forwarding incoming phone calls. Ensuring all visitors sign in and out. Check identification when necessary. Maintain confidentiality and privacy standards. Contribute to the ongoing evaluation of service delivery by recommending and implementing agreed continuous improvement initiatives Actively participate in staff/team meetings, organisational activities and various community events. Perform other duties as directed by the Manager. <p>Program Cover</p> <ul style="list-style-type: none"> Assist in delivering a high quality program for all children by following the Early Years Learning Framework. Perform specific tasks based on employee's role in the room e.g. supervision of children, changing nappies, cleaning and others. Assist with indoor and outdoor programs and goals, include routines and activities suitable to the needs and interests of the children by consulting children, other educators and families. Utilise reflective practice in both programming and self-evaluation. 			

Standard

- Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally. Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.
- Apply National Principles for Child Safe Organisations, as applicable for the role.

EXPERIENCE & QUALIFICATIONS**Essential**

- Certificate III Early Education and Care.
- ACT Working with Vulnerable People registration.
- National Police Check.
- Demonstrated sound communication (both oral and written) and interpersonal skills to be able to interact positively with a variety of people.
- Ability to exercise judgement and discretion in handling sensitive and confidential enquiries and information.
- Demonstrated ability to establish rapport and build and maintain sound relationships with individuals, carers and families based on mutual respect and trust.
- Demonstrated understanding of professional boundaries, privacy and confidentiality.
- Demonstrated ability to work with limited supervision.
- Current first aid certificate in an education and care setting (HLTAID012), including asthma and anaphylaxis.

Desirable

- Demonstrated experience in working in the early childhood care and education sector.
- Knowledge of the EYLF and National Quality Standards.
- Knowledge of the Assessment and Rating process.

Other

- Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.
- Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.

Document History**Original:** November 2023 **Revised:** April 2025**Version:** V2**Employee's name****Signature****DATE**