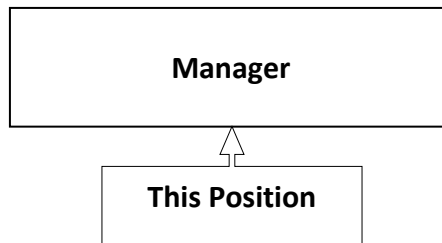


## Job Description

<b>Job Title</b>	<b>Administration Assistant/Receptionist</b>
<b>Location</b>	<b>Non-residential services</b>
<b>Award Status</b>	<b>Cyrenian House Enterprise Agreement 2012-2016</b>
<b>Classification</b>	<b>Level 2-3</b>

### Reporting Relationships



### Job Function

This is a frontline, initial contact position providing a welcoming introduction to people accessing Cyrenian House services. This person performs duties that are consumer focused including maintaining records, reception and telephone systems. This position is also responsible for providing administrative support to the executive team and managers as directed.

## **Duties and Responsibilities**

### **Human Resources, Occupational Safety and Health**

- Support, promote and work in accordance with the Vision, Mission and Values of Cyrenian House.
- Participate as a valued team member promoting and contributing to a supportive team environment.
- Provide support to and share expertise with other staff, students and volunteers.
- Participate in staff meetings, supervision, training sessions and planning workshops.
- Contribute to the development, implementation and evaluation of the service model.
- Contribute to Cyrenian House continuous quality improvement processes.
- Work in accordance with Cyrenian House Code of Conduct.
- Be responsible for personal health and safety in the workplace and for complying with all Cyrenian House occupational safety and health policies and procedures, promoting and maintaining a safe and secure environment.
- Contribute to and promote the implementation of the Standards on Culturally Secure Practice.
- Other duties as required.

### **Program Delivery**

- The Administration Assistant / Receptionist will work within the scope of their JDF to ensure that all aspects of service delivery required by Cyrenian House.

### **Position Duties**

- Telephone and or in-person contact.
- Operate the telephone system for the service during normal business hours and some evenings as required.
- Attend to enquiries and provide information about the services provided by Cyrenian House.
- Welcome consumers of the service familiarising them with the building amenities and emergency exits.
- Provide administrative support to the executive team and managers as directed.
- Maintain a clean and tidy reception area, front toilet area, kitchen and work environment.
- Transfer consumer records between services as required.
- Support the Service Information Management System (SIMS) database and appointment systems as directed.
- Record consumer attendance for statistical purposes.
- Support SIMS and other data entry processes as required.
- Conduct regular file audits.

### **Administration Duties**

- Attend to reception duties at front desk, over the telephone, via email, facsimile and via other correspondence within business hours and during some evenings as required.
- Collect, distribute and post mail daily.
- Ensure that communications are distributed in a timely manner.
- Maintain mailing lists and co-ordination of mail outs.
- Filing requirements as directed.
- Ordering and maintaining stationery resources, kitchen consumables and bathroom supplies.
- Maintain stocks of Cyrenian House promotional material.
- Actively seek and maintain resource materials from other services that may be beneficial and informative to Cyrenian House consumers as appropriate.

- Compile agenda and the minutes of team meetings and provide administrative support at meetings.
- Organise room bookings and set-up, and catering for events and meetings as required.
- Provide administrative support for the service, e.g. assisting in the production of Cyrenian House resources, such as booklets or pamphlets.

### **Record Management**

- Maintain consumer record systems as directed.
- Create, retrieve and maintain consumer records in accordance with Cyrenian House policies and procedures.

### **Relationships**

- Work in close liaison with and take direction from the service manager and executive team.
- Develop effective relationships with other Cyrenian House services and external agencies as appropriate.
- Maintain consumer and worker confidentiality at all times.

### **Other Duties**

- Undertake relief duties at other Cyrenian House sites as required.
- Work within boundaries of the position as outlined.

## **Selection Criteria**

### **Essential competencies and experience**

- Diploma in office administration, business administration certificate, or equivalent qualification and/or experience.
- A welcoming, person-focused manner.
- Strong interpersonal skills, including telephone and face-to-face interactions.
- Sound written communication skills, with experience in minute taking.
- Effective organisational skills, particularly in regard to filing systems, appointment management and administrative resource management.
- The ability to work under direction and to use initiative where appropriate.
- Ability to work collaboratively with management and colleagues.
- Well-developed computer skills including data entry, Word, Excel and Outlook.
- A current driver's licence and reliable vehicle.
- Full Work Rights, a current Police Clearance and a current First Aid Certificate.

### **Desirable competencies and experience**

- An understanding of alcohol and other drug issues