

A: Suite 1, Level 2 517 St Kilda Road
Melbourne VIC 3004

T: (03) 9510 1577

E: victoria@betterhearing.org.au
W: www.betterhearing.org.au

Join the conversation



**BETTER
HEARING
AUSTRALIA**

(Victoria)

Front of House Team Member | More Than Just Ears Team Position Description

People impacted by hearing conditions experience significant social and emotional impacts.

We believe in offering #morethanjustears and #morethanjustdevices solutions to support people achieve health and wellbeing.

In this role, we are looking for someone with amazing people skills.

Position	Front of House Team Member
Time Fraction	Equivalent of 2 days a week, flexible
Contract	Part Time
Location	Melbourne
Reports to	Business Lead / CEO
Salary	Competitive market salary, plus 9.5% super and Salary Packaging, negotiated based on experience

Thanks very much for your interest in our work!

You have shown interest in joining our More Than Just Ears Team in our casual clinical receptionist role.

Here at Better Hearing Australia (VIC), as a member-based charity, we have provided opportunities for people living with hearing conditions to be socially connected and enjoy life for over 85 years. With our new Connect | Create | Catalyse Strategy, our ambition is to transform lives, the system and ourselves. We will do this by engaging with people, not just ears; by creating the future of hearing experiences; by serving our community - particularly those most vulnerable, and, by catalysing change across the system.

We have built a team comprising of unique individuals who believe that succeeding in creating a better way to support people with hearing conditions and building the success of an organisation committed to transforming lives, the system and ourselves.

This role will see you working closely with the Business Lead to maintain exceptional Front of House engagement and administrative tasks commencing at 2 day a week. There is opportunity for a longer-term role where you can further contribute to eliminating the social and emotional impacts of hearing conditions.

This role would ideally suit a university student looking to gain or improve your administration experience, especially one with some knowledge of audiology and who is interested in learning more about audiology practice.

The Role and You

This part time position requires someone who is ready to shine and have outstanding public service skills to be the welcoming face for those attending audiology consultations with our Connection Coaches. Previous receptionist or administration skills is highly regarding but not essential, you must have strong Microsoft office skills, organisational skills and a clear and warming phone manner. Skills handling multiple tasks and an eye for detail with excellent time management skills would be highly regarded.

Your duties will include:

- Brightening the day of every person who walk through our door
- Being curious and kind with all our clients
- Answering phone queries & directing incoming calls
- Answering email queries
- Making appointments
- General administration duties, such as collecting and sending post & filing & scanning
- Assisting the Connection Coaches to ensure a smooth-running clinic
- Creating invoices and processing payments for consultations
- Assisting with other adhoc duties on the day
- Assisting the Business Lead with tasks as required.

The Team Matrix on the next page outlines how the *More Than Just Ears Team* works; the roles and key responsibilities along with essential personal criteria. Use this matrix to see how you fit in the team and what you need to be in order to hold this role. Carefully note the Essential Criteria.

In this small but growing workplace, you'll enjoy being surrounded by people who share your passion and purpose and you'll be part of a workplace in which you are empowered, enabled and held (held in support *and* accountability). We are committed to equal opportunities and inclusivity.

To apply:

1. View the Team Matrix and write a cover letter which:
 - a. describes why we need YOU to achieve our mission
 - b. explains HOW you can deliver what we need
 - c. outlines what you believe it means to you to offer person-centred, whole person experiences for people impacted by hearing conditions
2. Send your cover letter and CV to Prue Thomas, Business Lead at prue@betterhearing.org.au with the subject line: 'I am the Front of House Team Member you are looking for'
3. Applications close Friday 6 March 2020 and we will move quickly thereafter.

Questions or need more information?

Get in touch with Prue Thomas, Business lead on the above email or call BHA (VIC) office on prue@betterhearing.org.au / 95101577

More Than Just Ears Team | Team Matrix

This is the *More Than Just Ears Team* for the new era for a respected member-based organisation that has always understood that serving those impacted by hearing conditions is about more than just ears and more than just devices. It's about people. And their people. This team will take our new CONNECT | CREATE | CATALYSE strategy forward, building the foundations, innovations, resources and teams to realise our vision to eliminate the social and emotional impacts of hearing conditions. Very special people and a very special team is needed to create this reality. Can you see yourself in this team? Available position is in **blue**.

Title	Role	Responsible for these outcomes	Essential Criteria for all
CEO	Leads the organisation and team to achieve mission	<ul style="list-style-type: none"> • Healthy, high-impact mission delivery • Senior national and international partnership development • Empowers, enables and holds the team • Influence, provoke and catalyse system change 	<p>Rigorous Innovator</p> <ul style="list-style-type: none"> • Entrepreneurial, driven • Creative • Rigorous • Responsible, accountable <p>Balanced Cleverness</p> <ul style="list-style-type: none"> • IQ & EQ • Wide engagement and life perspective • Inclusive. Empathetic. <p>Collaborative Leader</p> <ul style="list-style-type: none"> • Will lead • Will follow • Natural collaborator • Trustworthy <p>Passion Pragmatist</p> <ul style="list-style-type: none"> • Passionately committed to the good. Mission-driven • Works hard but smart • Sensible and pragmatic <p>Engaging Disruptor</p> <ul style="list-style-type: none"> • Creates genuine rapport and connections easily • Can work in emergent and disrupted settings. Agile. • Prepared to disrupt
Engagement Lead	Drives engagement and resource development	<ul style="list-style-type: none"> • Building a passionate tribe of supporters • Resource/fund-raising • Effective comms, marketing • Brand awareness and development • Systems development (eg CRM, social media, web) • Influence, provoke and catalyse system change 	
Innovation Lead	Creates and delivers a truly person-centred, whole-system experience with people impacted by hearing conditions to eliminate the social and emotional impacts of hearing conditions	<ul style="list-style-type: none"> • Inclusive design of the initial model • Impact evaluation and action-learning process • Partnership development and maintenance • Develop sustainable business model beyond start-up phase • Influence, provoke and catalyse system change 	
Business Lead	Enable mission achievement through fantastic front-of-house engagement and back-end infrastructure and delivery	<ul style="list-style-type: none"> • Front-of-house engagement with New Hearing Experiencers, the public and members • Back-of-house administration and compliance (HR, EH&S, grant acquittals, NDIS) • Administrative and business systems development and maintenance • Governance support (+/- Company Secretary) • Influence, provoke and catalyse system change 	
Service Impact Lead	Transform existing and develop new offerings to generate impact and resources	<ul style="list-style-type: none"> • Repurposing existing BHA services to new strategy • Inspire team of audiologists and other professionals • Develop commercial opportunities in the short to medium term • Leveraging NDIS and other opportunities • Oversee Tinnitus Australia initiatives • Influence, provoke and catalyse system change 	
Communication and Connection Coach-Tinnitus	Design and implement tinnitus and related conditions' experience offerings and operationalise the Tinnitus Australia strategy. Work face-to-face with the community, deliver real and lasting impact on the individual and support networks to minimise the impact of hearing conditions	<ul style="list-style-type: none"> • Curious and thoughtful, people-centred service delivery • Utilise best practice and design-thinking to create and implement novel tinnitus experience offerings • Work a team to implement Tinnitus Australia initiatives, including resource development, alliance building with professionals and organisations and organise and prepare for events • Timely action based on clinical demands (as determined by the Service Impact and Business Leads) • Influence, provoke and catalyse system change 	
Front of House Team	Delivers fantastic front of house engagement and outstanding client experiences	<ul style="list-style-type: none"> • Front of House Engagement with the public, clients and members • Ensuring the clinic delivers a people-centred experience including administration and documentation • Working collaboratively with the More Than Just Ears Team • Influence, provoke and catalyse system change 	