

Position Description



Diversitat is a registered charity that has been serving the Geelong community for more than 40 years. Today we operate across various sites delivering a range of services including settlement, training & education, financial counselling, disability and aged support. We also operate Pulse radio and TV, the Oppe Shoppe and various events including the famous Pako Festa.

Our aim is to empower individuals and communities to reach their full potential and aspire to provide an innovative and high quality response to the changing needs of a culturally diverse community. We act and behave on a daily basis according to our values of dignity, respect and acceptance, both with our clients and amongst each other. These values are a key part of our identity and are what brings us together and makes us successful at what we do.

Position Details

Position Title	Centre Administrator
Job Type	Permanent Full Time
Hours of work	38 hours per week
Reports to	General Manager Aged Support
Position Area	Aged Support
Location	The Healthy Living Centre
Award	Social, Community, Home Care & Disability Services Award 2010
Date	May 2021

Position Requirements

1. Position Purpose	This position will conduct the day-to-day reception and administration duties for the Diversitat's Healthy Living Centre (HLC). This includes performing reception and all-round centre administration duties with a strong emphasis on team work, customer service and excellent presentation and efficient functioning of the venue and the programs. This position works under defined guidelines reporting to the General Manager of Aged Support.
2. Main duties	<ul style="list-style-type: none">• Act as the first point of contact for the venue and assist with the provision of advice, this can include greeting guests, answering phones, bookings and general enquiries;• Efficient and accurate recording and distribution of messages and mail;• Ensure all notice boards, brochures, displays and other materials are current;• Maintain an effective and efficient filing and archiving system;• Ensure equipment, systems, various provisions and supplies are maintained and kept up to date;• Ensure rooms are set up in the morning or for events and are in good working order, clean and stocked sufficiently;• Handling of cash, petty cash and other payments;• Opening and closing the HLC;• Keep all databases, records and registers accurate and up to date ensuring accurate data entry the correct process are followed;• Write and/or distribute various correspondence to various stakeholders, including meeting minutes or client information;• Provide other appropriate assistance when required;

Key Selection Criteria

1. Qualifications	<ul style="list-style-type: none">• Certificate IV Business Administration preferred but not essential.
2. Skills	<ul style="list-style-type: none">• Administration and reception experience preferably in an aged support or community services setting;• Experienced in working within and contributing to a busy team environment;• Excellent communication, interpersonal and customer service skills;• High level attention to detail;• Ability to be resourceful and proactive when issues arise;• Sound all-round administration skills;• Basic Microsoft Office suite skills including Excel;• Ability to work with sensitive information;• Knowledge or willing to work with clients from diverse background;• Ability to speak a community language is desirable.

Other Terms and Conditions of Employment

- All Staff to adhere to Diversitat's Council's Equal Opportunity policies, as well as act in accordance with the Charter of Human Rights. Ensure behaviour in the workplace does not discriminate, bully or harass others.
- All staff are to adhere to Diversitat's OH&S policy including the requirement to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. Workplace incidents and injuries are to be reported to a nominated OH&S representative, and all staff are encouraged to raise health and safety concerns with management.
- Employment is subject to the satisfactory completion of a Police Check, NDIS Worker Screening Check and/or Victorian Employee Working with Children's Check, Work Rights Check and/or Medical Check. Diversitat will pay for the costs associated with a Police Record Check and/or requested Medical Check. The Working with Children Check and NDIS Worker Screening Check will be the responsibility of the employee.
- Prior to any person being appointed to this position it will be required that they disclose full details of any previous Workers Compensation claims.
- All other conditions as per Diversitat Policies and Procedures Manual.
- All staff at Diversitat are responsible and will be held accountable for their continuing compliance with our Mandatory Reporting – Child Protection policy. It is expected that all staff will maintain contemporary knowledge of the policy and enact the policy at all times. All staff have a responsibility to raise any concerns they have about child safety to their direct manager or senior manager immediately.

Diversitat Statement of Commitment to Child Safety:

Diversitat is committed to safety and wellbeing of all children and young people. Diversitat has zero tolerance for child abuse. Diversitat is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and linguistically diverse backgrounds, children who identify as part of the LGBTI Community as well as the safety of children with a disability. Every person involved at Diversitat has a responsibility to understand the important and specific role they play individually and collectively to ensure that the wellbeing and safety of all children and young people.

Whilst these conditions are generic in an attempt to provide an overview, specific terms and conditions pertained to an employee are contained in the employment contract. It is not the intent of the position objectives/duties to be entirely prescriptive. The position objectives/duties are a description of the key areas. There may at other times be activities which will be required which are not described herein, however they will not be outside of the position purpose statement and will at all times be made in consultation and agreement with the incumbent.

At Diversitat we are committed to supporting Indigenous Australians, culturally diverse candidates and candidates with a disability gain employment and develop their careers with us – if you meet the above requirements, we encourage you to apply. If you would like further information about this role or if you have any particular access requirements please contact our office.

Acceptance of Offer

I have read, understood and accept the above position description.

Employee Name _____

Employee Signature _____

Date _____

Manager Name _____

Manager Signature _____

Date _____