





Receptionist (Identified position)

EMPLOYMENT STATUSES			
Status	Full Time	Award	ACCHO Award
Hours per week	38 hours per week	Classification	As per contract
Length of Term	Fixed Term	Salary	As per contract
Reports to	Administration Team Leader	Additional Benefits	Access to Salary Packaging
Secondary Report	EDCS	PD Review Date	August 2021

ORGANISATIONAL CONTEXT	
	<p>The Bendigo & District Aboriginal Cooperative (BDAC) is an ACCO (Aboriginal Community Controlled Organisation) registered as a member under the umbrella of VACCHO (Victorian Aboriginal Community Controlled Health Organisation) and represented nationally through NACCHO (National Aboriginal Community Controlled Health Organisation).</p> <p>BDAC was founded to represent and provide services to the Dja Dja Wurrung community (Jaara people) and Aboriginal residents living in the Dja Dja Wurrung boundaries. BDAC has a responsibility to ensure growth of services, development of our Aboriginal community, better and improved health outcomes for our people, improved quality of life and be a lead agency in providing employment and career pathways for Aboriginal people.</p>
	

LOCAL WORK ENVIRONMENT
<p>Bendigo and District Aboriginal Co-operative provides a range of specialist services for clients based primarily in the Dja Dja Wurrung including Health and Wellbeing services, Family and Community Services and Corporate services.</p>

POSITION OBJECTIVE
<p>The Receptionist role reports directly to the Administration Team Leader and is part of the Administration team. The role is responsible for providing exceptional customer service and a culturally safe environment to external clients and stakeholders at the Myers street BDAC location.</p> <p>The Receptionist will be the community face of the BDAC Myers street location. The role will greet clients for appointments and manage on-site enquiries at the reception desk. The position will also support incoming enquiries from clients, stakeholders, the public and staff from other BDAC locations.</p> <p>The Receptionist will ensure effective administrative support to relevant BDAC teams onsite and offsite. It will also assist with providing office administration support at this site across corporate services functions including IT and Assets, Marketing, Communications and Events, Quality and Accreditation, Finance as directed by the Administration Team Leader.</p>



BDAC'S VISION AND CORE VALUES

"Empowered generations belonging to strong families, culture and community"

<u>LEAD</u>	We are committed to lead as an individual, team and organisation in order to achieve positive health and wellbeing outcomes for our community.
<u>OPENNESS</u>	We will be accountable and remain transparent in the delivery of our service to clients, visitors and staff.
<u>RESPECT</u>	We treat one another with honesty, integrity, respect and value everyone's opinion and feedback.
<u>EXCELLENCE</u>	We strive for excellence in our programs and services so that we can support positive health and wellbeing outcomes for our community.

KEY POSITION RESPONSIBILITIES

Primary Responsibilities	<ul style="list-style-type: none"> • Manage incoming calls for the family and community services and Corporate teams. • Triage and transfer calls to the appropriate team or worker and take messages when staff are not available. • Greet clients and stakeholders attending onsite for appointments. • Maintain the Meeting Room Bookings database through accurate data input • Ensure Reception area and meeting rooms are clean and tidy • Stock promotional materials and information for Community in reception area. • Work alongside Administration Team Leader to ensure all operating supplies are maintained including stationery, uniform orders, kitchen supplies, essential cards and broader office supplies • Assist with maintaining the central mailing list and support organisational mail outs • Liaise with the other BDAC program areas to ensure the best possible outcomes for clients and community. • Maintain a broad and current knowledge of BDAC's programs and future work • Deliver professional and efficient customer service to the public, clients and internal staff via phone, email and mail. • Notify the Administration Team Leader of any complaints or concerns from BDAC, clients or the community • Promote BDAC Programs to the Aboriginal Community and Professionals. • Maintain the Family and Community Service Client Data base and archiving database. • Assist with sorting incoming mail, administering outgoing mail, distributing faxes and packages and bulk mail outs and correspondence, as required. • Other duties as requested by the Administration Team Leader.
---------------------------------	--

CORPORATE RESPONSIBILITIES



<p>General Responsibilities</p>	<ul style="list-style-type: none"> • Work collaboratively with the Administration team to provide exceptional customer service to clients and efficient administrative support to BDAC teams • Strictly observe the principles of confidentiality, privacy and security of clients' personal and private information. • Promote relationships between BDAC staff, related program areas, local community and Stakeholders. • Model and abide by BDAC Values, Code of Conduct and Policy and Procedures; • Participate actively in professional development activities; • Ensure that you participate in team meetings, staff meetings and other community activities as requested; • Ensure that you adhere to legislative requirements; • Ensure that you report any risks identified immediately to your line manager; • Participate within the team to ensure performance against expectations including performance management and staff development, in accordance with BDAC's policies and procedures; • Ensure that all staff are provided with and operate in a safe environment in accordance with BDAC'S OHS policies and procedures; • Participate in Continuous Quality Improvement (CQI) activities.
--	--

COMMITMENT TO SAFETY

- All children have the right to be children and live free of abuse and neglect, so they can grow, learn and develop. Everyone within BDAC is responsible for ensuring a culture of child safety; preventing child abuse and abiding by the Child Safety Principles;
- BDAC is committed to the health and wellbeing of its employees and stakeholders;
- BDAC has a zero tolerance to all forms of violence.

KEY SELECTION CRITERIA

- Excellent communication and interpersonal skills
- Demonstrated experience in reception and administration procedures
- Ability to effectively and efficiently plan and organise own workload
- An ability to manage stressful situations
- Ability to work independently and in a team
- Demonstrated willingness to adapt to different situations and tasks on a day-to-day basis
- Well-developed skills and knowledge of Microsoft office suite, in particular; Microsoft Word, Excel, PowerPoint, Outlook and Internet Explorer
- Understanding and knowledge of Aboriginal culture

Preferred / Desired Education, Training and/or Competencies

- Certificate III in Office Administration or equivalent (highly regarded)
- Previous experience in reception (preferred)
- Knowledge of Aboriginal Cultural and Historical Issues
- Experience with communicating to local Aboriginal communities highly regarded
- Experience in the use of MS Office

CONDITIONS OF EMPLOYMENT

- Must pass a Criminal Police Record Check;
- Must pass & provide copy of Working with Children's Check;
- Must hold current full Victorian Drivers Licence and provide a copy;



Position Description

- If the position is for a role specifically to provide disability services (or work that involves regular direct contact with or access to a person with a disability), BDAC will check the prospective employee against the Disability Worker Exclusion List.

EMPLOYEE STATEMENT

I have read, understood and accept the above position description for the role of Receptionist.

EMPLOYEE NAME:

SIGNATURE:

DATE:/...../.....