

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Reception and Administration Officer	Department	Regional Operations
Location	Garran	Direct/Indirect Reports	Nil
Reports to	Regional Manager	Date Revised	June 2021
Industrial Instrument	Social, Community, Home Care and Disability Services Industry Award 2010		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0021166

• Position Summary

The Reception and Administration Officer ensures client service enquiries, bookings and associated fees are managed professionally and effectively as part of the ACT Programs team. The main activities for the role include client communication, customer service and effective client bookings while maintaining quality standards in federal, and state funded service areas.

• Position Responsibilities

Key Responsibilities

- Ensure client enquiries are processed in an efficient and timely manner
- Demonstrate excellent customer service to all clients either face to face or via the phone
- Demonstrate a strong focus on customer service and client rights to all clients, their advocates and other stakeholders
- Market the social trips to external groups in the community (and tailor them to community needs where required) Book venues for group gatherings – work with key volunteers re planning of these seasonal outings
- Coordinate first aid and psychological first aid training in the ACT region
- Support the operations officer with reconciliation of trip sheet checking, referral checking and monies
- Maintain data quality in all systems, through accurate record keeping in both electronic and paper based information management systems, and in the My Aged Care portal
- Excellent attention to detail and accuracy required in all aspects of the role
- Engage good time management skills and ability to prioritise work demands
- Work in cooperation with Regional Coordinator and Quality and Transport Scheduler to develop and implement strategies to improve client customer service experience
- Undertaking EFTPOS transactions.

• Position Selection Criteria

Technical Competencies

- Excellent customer service skills and demonstrated experience in a similar position including cash handling and complex client enquiries
- Well-developed analytical, problem solving and decision making abilities

Position description

Template

authorised by:
 Janice Murphy,
 National Recruitment Manager

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- Experience in effective communication with a diverse range of people, including clients, volunteers, external stakeholders, service providers and individuals from varying cultural and linguistically diverse backgrounds
- Excellent written and oral communication skills
- Demonstrated empathy towards client groups who are ageing, living with disabilities and special needs groups as defined by the Commonwealth Government
- Ability to exercise initiative, discretion and judgment in working both independently and as part of a team
- Ability to be self-directed with high organizational skills and a demonstrated ability to prioritise a demanding workload
- Possess a high level of computer skills in Microsoft Office Suite and in various information management systems
- Excellent attention to detail and accuracy required in all aspects of the role
- Knowledge and understanding of the aged care and disability sectors
- Demonstrated knowledge of the terms and conditions in the sector: Wellness, re-ablement, dementia, LGBTIQ, CALD and ATSI, Privacy and Confidentiality, Carer and cultural appropriate services delivery
- Basic proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- Certificates III or IV in Administration highly desirable
- Relevant qualifications, skills and / or experience in aged care and voluntary service, administration, or related fields
- Experience in working with a volunteer workforce
- A current Australian driver's licence
- A Working with Vulnerable People check is a mandatory requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

□ **General Conditions**

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters