

Position: Reception and Administration Officer

NPYWC Program: Domestic and Family Violence Service

Employment Details: 0.2 FTE

Location: Based in Alice Springs

Base Salary: \$84,189.33 - \$ 95,299.65 per year – (negotiable based on experience) with additional benefits

Our Purpose:

To support all Anangu, especially women and children, to have a good life, guided by culture and sound governance, through the collective agency of women.

Our Values:

We are an Anangu-led organisation. We believe in the strength of our people, our culture, and the collective agency of women. We are continually guided by our values, to deliver on our purpose and ensure we deliver for and to our community, more and better choices; a good life for all Anangu.

Your Team:

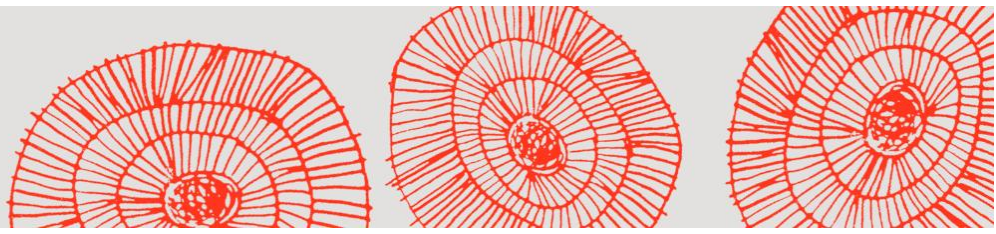
The NPY Women's Council Domestic and Family Violence Service (DFVS) supports Anangu women from the Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara lands who are experiencing domestic and family violence. The service operates across the Central Desert tri-state region, incorporating communities in NT, SA and WA. DFVS provides immediate crisis response support via our team of Intake and Assessment Officers, who provide short-term intensive support via our freecall referral line. DFVS also employ a team of caseworkers who support a caseload of women over the medium- to long-term, and make regular visits to remote communities. DFVS also incorporates a community programs team which provides specialist support (e.g. legal advocacy), and brings together Anangu women with lived experience of DV to provide cultural guidance to our workers, and to engage in healing and primary prevention work in their own communities. DFVS work from a trauma-informed, culturally safe model and centre the agency of Anangu women in all our work. You can find more detail about our way of working in the Strengthening Community Capacity to End Violence Framework: <https://www.npywc.org.au/publications/>

Your Role:

The Reception and Administration Officer is the first point of contact with the Domestic and Family Violence Service (DFVS) at NPY Women's Council.

The role answers all incoming calls on our freecall 1800 number, mostly from clients seeking support with DV matters, and directs them to the appropriate worker. The Reception and Administration Officer also welcomes clients who visit the DFVS in person in Alice Springs, answering enquiries and connecting them with support workers.

The Reception and Administration Officer is also responsible for ensuring the smooth running of the DFVS office including re-stocking food and stationery supplies, tidying client areas, tracking vehicle bookings, and data entry and administration tasks as requested by the DFVS Manager.



Your Responsibilities:

- Answer all incoming client and service provider calls, perform triage, take clear and accurate messages and transfer to relevant worker
- Welcome clients and other visitors in reception, notifying staff of arrivals and answering general enquiries.
- Maintain a log of all calls and client visits
- Manage bookings of DFVS vehicles and satellite phones
- Ensure adequate stationery and office supplies including food.
- Maintain an inviting and tidy environment (includes kitchen and client room).
- Other data entry and administration tasks as requested by DFVS Manager
- Other duties as reasonably required.

Skills and Experience:

- Excellent interpersonal skills, including the ability to resolve conflict with understanding and transparency.
- Experience in delivering telephone services.
- Excellent written and verbal communication skills, including working cross-culturally.
- Excellent organisation and planning skills for managing and prioritising competing demands.
- Ability to be adaptable with strong problem solving skills.
- Ability to respond to clients with empathy and patience
- High level computer skills and confidence in using a Client Information System and Microsoft Office including Outlook and Teams.
- Experience working in cross-cultural environment (desirable).
- Experience working within the DV sector (desirable).

Qualifications:

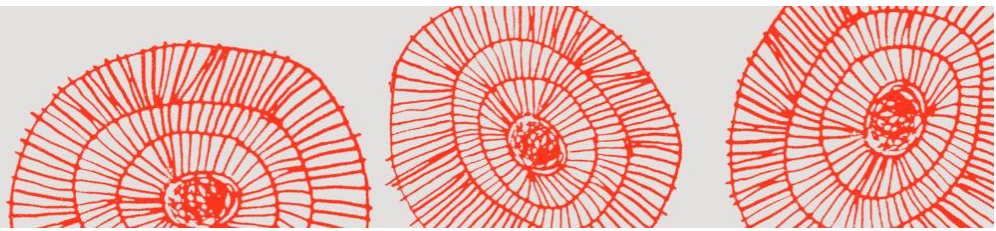
Certificate or Diploma level qualification in Business or Community Services is desirable but not necessary

Remuneration:

- Base Salary: \$84,189.33 - \$ 95,299.65 per year
- 12 % Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus

Employment Conditions:

- Work in a manner consistent with NPY Women's Council (NPYWC) Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPYWC policies and procedures.
- Be responsible and accountable for your own and others health, safety and wellbeing.



- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPYWC.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.
- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require all staff to have a current Australian manual driver's licence.
- A current First Aid certificate or a willingness to undertake training.
- Experience in operating a manual 4WD vehicle or a willingness to undertake training.
- A good level of health and fitness that matches the requirements of the role. If so required NPYWC you may be required to undergo a pre-employment medical assessment.

We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

All information will be held in the strictest of confidence.

To find out more about this position, please contact Lauren Day , Community Program Team Leader, on 08 8958 2374 or visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.

ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION

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Employee Name (Please Print)

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Employee Signature

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Date