

## **Beerwah Neighbourhood Centre 'Reception and Centre Host' Position Description**

**Position Title:** Centre Host – Beerwah Neighborhood Centre

**Location:** Based at Beerwah Neighbourhood Centre

**Salary:** Social, Community, Homecare & Disability Services Award Level 3.1 (Salary Sacrifice available)

**Conditions & Hours:** Permanent part-time work 25 hours per week.

**Reports to:** This position reports to Beerwah Community Development Worker

### **Purpose of the Position:**

The position works under the general direction of the Beerwah Community Development worker to host the day-to-day operations of the Centre. In conjunction with volunteers, provide Centre visitors with a friendly, welcoming connection to the programs, services, activities, volunteers and other staff.

- Connect community members with the relevant information about services and support (including Centre workers and/ or external organisations) based on their self-identified need
- Support and resource the social and community groups that meet at the Centre

### **Key Duties and Responsibilities:**

#### **Hosting**

- Host the Centre reception space to be safe and welcoming experience to people contacting and visiting the Centre
- Connect community members with the relevant information about services and support (including Centre workers and/ or external organisations) based on their self-identified need
- To provide one-off support and information to community members (that do not require clinical nor complex intervention).
- Provide people with a warm connection to Centre staff and visiting services.
- Orientate and welcome individuals, groups and visiting services with hospitality and generosity
- Ensure the Centre is kept tidy, safe and functional.

**CALOUNDRA COMMUNITY CENTRE INC**

58A Queen Street, Caloundra

Phone: 07 54 91 4000 Fax: 07 54926538 email: [admin@calcomm.org.au](mailto:admin@calcomm.org.au)

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## **Engagement**

- Build rapport and trust with people accessing the Centre
- Respond to people's identified issues and interests by connecting them with the relevant worker, or following the agreed processes for accessing support
- Engage compassionately and appropriately to people experiencing complex needs and in crisis
- Maintaining existing relationships with stakeholders including Centre groups and external hirers
- Supervise and support Centre volunteers

## **Administration**

- Responding to phone calls and emails to the Centre
- Prompt computer input of data that reflects daily interactions with the Centre
- Supporting room booking enquiries for the Centre
- Update and maintain key internal and external information and resources, including social media and website that assist people to access the supports they need.

## **Contribution to the Organisation**

- Participate in staff meetings, team building, and staff functions as required
- Assist with planning and delivery of Centre events
- Be available to support other staff members to undertake their roles as directed by the Manager
- Contribute to maintaining data collection systems for internal and external reporting
- Provide ancillary administrative tasks that support the smooth running of the Centre and organisation

## **Knowledge and Skills Required**

- Three-year degree with relevant experience, or
  - Associate diploma with two years relevant experience, or
  - Lesser formal qualifications with substantial years of relevant experience or attained through previous appointments, service and/or study, with an equivalent level of expertise

- A sound understanding and commitment to the principles of social justice
- Excellent skills in building rapport and trust with people
- Excellent interpersonal and oral communication skills, including a warm telephone manner
- Excellent written skills to transfer information both internally and externally
- Ability to engage appropriately with a diversity of people in diverse situations i.e. from responding to general enquiries to people in crisis and/ or with challenging behaviours.
- Demonstrated knowledge of and ability to use computer software packages, internet, email and networked systems
- Ability to manage your time and responsibilities effectively, and use initiative to support the purpose of the role
- Ability to collaborate and be a team player

### **Personal Attributes Required**

- A warm welcoming person who engages with people easily
- A person with a calm disposition who can manage complex situations
- Non-judgemental and respectful of diversity
- An open-minded person who is committed to lifelong learning
- A caring person who responds to people with compassion and respect
- Emotional resilience and able to maintain healthy boundaries