

<b>Position title</b>	Receptionist Intake Worker – Katherine	<b>Reference</b>	REC - KRO
<b>Reporting to</b>	KRO Office Manager	<b>Location</b>	Katherine Regional Office
<b>Division</b>	Operations	<b>Section</b>	
<b>Approved</b>	Executive Manager CommunityAccess	<b>Date</b>	24.03.2022
<b>Comments:</b>			

## Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

## Purpose of the Position

You will provide professional, culturally respectful, and friendly front of office phone and face to face reception, intake and administration services at our Katherine Regional Office. You will welcome clients, staff, visitors, and the general public; make travel, vehicles, room and accommodation bookings, create purchase orders and prepare invoices; provide information and manage queries; coordinate use and maintenance of facilities. You will also provide direct administration assistance to the Office Manager and Program staff for intake purposes when required.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations

## Selection Criteria

### Position Specific Requirements

1. Certificate IV in Business/ Administration Studies, or equivalent experience in a relevant role.
2. The ability to understand services provided and accurately refer calls and visitors.
3. Commitment to respecting the values of the organisation, upholding confidentiality and being trustworthy, and a willingness to adhere to the Anglicare NT Code of Conduct.
4. Excellent people skills, a commitment to quality internal customer service along with a flexible, helpful and hardworking disposition.
5. Demonstrated ability to work sensitively and effectively in a multi-cultural environment and ensure communication and interactions including with people from indigenous and Culturally & Linguistically Diverse backgrounds are respectful.
6. Demonstrated teamwork skills, willingness to contribute to a productive, cooperative and friendly workplace and an interest in working with a community service organisation.
7. Demonstrated resilience, ability to multitask, set and achieve realistic goals, establish work priorities, work under pressure and meet deadlines.
8. Well-developed ICT skill with the ability to use email, internet, ITC equipment (photocopiers, faxes, data projectors and mobile devices) and proficient in the Microsoft Word Suite (word, excel, outlook etc).

### General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.

5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. Demonstrated currency of pandemic and job specific vaccinations (and boosters).
8. First Aid Certificate (or willingness to obtain within agreed timeframe).

## Key Responsibilities

### 1. Provide High Quality Reception and Front of House Services

- Provide professional and welcoming front of office and telephone reception services to clients, visitors, staff, service providers, and the general public.
- Maintain up to date understanding of Anglicare NT programs and services in order to provide accurate initial information to people seeking assistance.
- Maintain up to date Information on other local services included Emergency Relief.
- Ensure COVID 19 policies and procedures are met.
- Transfer enquiries for services to appropriate staff according to specific service agreements.
- Maintain the presentation / tidiness and overall amenity of the reception, kitchen, and site meeting rooms.
- Receipt and distribute incoming mail and organise the logistics for internal mail and stock being transferred across sites.
- Ensure the Staff In/Out Board is kept up to date.
- Collect post from post office.
- Ensure brochures for internal and relevant external service providers are updated

### 2. Maintain site based Financial, Fleet and Facilities Processes

- As required complete required purchase orders and credit card reconciliations including cost coding and matching invoices- ensuring necessary approvals in line with delegations.
- Coordinating internal and external meeting room bookings, room preparations, and arranging replacement of basic repairs, maintenance and equipment to be replaced.
- Ensuring that the procedures for reporting and addressing WHS risks are adhered to and reported according to organisational processes.
- Coordinate vehicle servicing and registration inspections.

### 3. Program Administrative, Intake Support

- Assist with intake processes as directed by Program Managers
- Purchase goods and services in line with the delegations and management requests, including but not limited to, office stationery, staff amenities and secure bin pickups and maintain associated internal storage areas.
- Organise/ Assist with site events and staff meetings. Undertaking preparations, book venues, organise catering, organise gifts and any other tasks as requested.
- Provide assistance with data input for programs.
- As requested, assist staff with ICT issues including setting up for meetings.
- Provide administrative support in a timely manner to the program base as required.
- As requested, make travel and accommodation bookings for staff and clients including flights, accommodation, and rental hire vehicles- ensuring pre-approval from relevant Managers.
- As requested, undertake procedural template development and preparation of documents.

## General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.

- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

### **Delegation of Authority**

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

This position has no direct reports.