

Position Description Receptionist & Office Administrator - NW POSCS3156 ISO9001 Approved by Victor Bilous Next Revision: 01/07/2027	Location:	Footscray
	Traditional Land Owners:	Wurundjeri People
	Classification:	SCHADS Level 3
	Reports To:	Operations Manager AOD Programs NW
	Direct Reports:	Nil

Odyssey Victoria (OV) is a place of hope and positive change for individuals working towards breaking their pattern of addiction. At OV we believe that every person should have the opportunity to change and grow. Our diverse teams work with individuals, families and communities to reduce drug use, improve mental health and reconnect people to their family and the community. The Odyssey name reflects the courageous journey of self-discovery and change that our clients undertake.

Position objective

The key purpose of the Receptionist & Office Administrator position is to coordinate and provide an effective administrative and reception service to complement program delivery. The Receptionist & Office Administrator is responsible for coordinating a range of administrative tasks, reception duties and other office support tasks.

Role responsibilities

Working under general direction, the role performs duties in the application of established procedures and methods, and within this scope exercises initiative, using knowledge, judgment and work skills acquired through relevant qualifications and/or previous work experience, as well as contributing to the interpretation of matters which may have no clearly established practices, although such activity would not be the sole responsibility.

The role undertakes responsibility for the following varied activities:

Reception

- Undertake general client reception duties including but not limited to: Greeting visitors and clients and notifying relevant staff of arrivals
- Answering telephone calls in a courteous and timely manner
- Responding to, and directing, enquiries to the appropriate service
- Maintaining a clean and inviting environment at reception
- Maintaining a supply of current brochures for client reference
- Accepting and distributing deliveries to relevant staff members
- Sorting and distributing mail and maintaining the mail register
- Other general client reception duties as required

General Administration

Responsible for and assisting with general administrative tasks including:

- Maintaining admin files, storage, disposal and filing systems in accordance with Odyssey Victoria Document Control Policy including log books, financial documents etc.
- Maintain client and staff areas, ensuring they are functional and well presented
- Managing the room, vehicle, EV charger and other online booking systems for the Footscray site
- Distributing incoming and outgoing correspondence and other relevant information / messages
- Controlling and balancing petty cash for the relevant site
- Invoice preparation and coding for approval and processing.
- Assisting the Facilities & Fleet Coordinator to maintain the Northwest fleet cars as needed, including arranging cleaning and updating log books.
- Assist in the coordination of Footscray hub site leadership meetings, including but not limited to, scheduling, recording meeting minutes and updating agenda with progress on action items.
- Coordinate the creation and updating of process documents (emergency procedures, site-based manuals, documents regarding responding to aggressive clients etc.) and in conjunction with on site management, implement the new or revised process.
- Assisting the Facilities & Fleet Coordinator to arrange and manage Footscray Hub site repairs and maintenance if required.
- Liaising with Property Managers and tradespersons around facility maintenance for relevant sites if required.
- Coordinate communication with other tenants and neighbors regarding site based matters.
- Arrange regular compliance works, including test and tag etc.
- In conjunction with the Northwest HSRs, responsible for the administration of site based OH&S matters.
- Attend the OHS Committee Meetings as an OH&S representative for the Northwest Catchment.
- Coordinate emergency and site related training and drills.
- Coordinate the scheduling of first aid training for Northwest staff.
- Maintaining and controlling office keys and fobs via a key register.
- Preparing and maintaining general office registers e.g. Cabcharge; PTV Daypass tickets; as required
- Managing stationery and supplies; coordinating stationery and supply orders and purchasing for relevant sites as required
- Developing and maintaining Reception/Administration procedures and tasks manual
- Organising meetings and/or arranging catering as required
- Preparing and distributing meeting minutes as required
- Liaising with Cleaning Contractors to ensure a quality service adherent to health and safety requirements.

- Assisting in the development and implementation of policies and procedures for the effective management of administrative functions
- Undertaking any other general administrative tasks and support Northwest Managers as required.

Data Entry

- Undertaking data entry in client and business databases.
- Generating reports as requested.
- Comply with all Policies relating to Client Confidentiality and Privacy

General

- Actively promote and adhere to the OV Child Safety policy and procedures to assist OV to maintain a Child Safe Organisation and support colleagues to engage in child safe practices.
- Demonstrate ability to understand and apply inclusive practice when working with people from diverse communities, such as cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.
- Demonstrate understanding of the importance and application of intersectionality when working with people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.

Key Selection Criteria

1. Demonstrated knowledge and experience in office administration, including knowledge of confidentiality and privacy protocols, record keeping methods and administrative procedures.
2. Experience with basic financial administration, ie petty cash and invoice coding.
3. Strong organisational and highly developed communication skills (both verbal and written) with a consultative approach to addressing issues.
4. Ability to work independently and take initiative.
5. An ability and willingness to contribute and work effectively in a team environment, including being open to giving and receiving feedback.
6. Ability to take initiative and capacity to work independently, adapting to changing organisational needs.
7. Excellent customer service skills including the ability to relate and respond to challenging people and situations.
A positive, friendly and optimistic attitude.

Essential Requirements

- Satisfactory outcome of a confidential Police Check and Working with Children Check. OV is committed to child safety and is a Child Safe organisation.
- Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders.
- Excellent information technology skills, including proficiency in Microsoft Office suite.
- Eligibility to work in Australia.
Preparedness to travel within the catchment to meet the requirements of the job

Desirable Requirements

- Knowledge of Odyssey Victoria's Programs and Services.
- First Aid Certificate.
- Current knowledge of OH&S practices.

Administration and Reception Officer - NW

- Possession of a current Victorian Driver's Licence.
Tertiary qualification in Administration, Business or a related field (certificate III and above).

Our Reconciliation Action Commitment

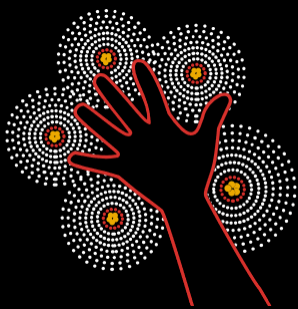
Odyssey Victoria's commitment to reconciliation with Australia's first nation peoples, means that we prioritise a workplace that welcomes, supports, and employs Aboriginal and Torres Strait Islander peoples, and we value their unique contribution to our organisation.

We will act in ways that promote reconciliation between our Aboriginal clients and our staff, and to contribute to the healing that is needed. We will assist with, and prioritise, Aboriginal and Torres Strait Islander job applications and treatment referrals. We commit to celebrating local and national dates of significance, and we will Acknowledge Country when we meet together. We will respect the histories and cultures of Aboriginal and Torres Strait Islander peoples and acknowledge their unique status as the traditional custodians of this land and its waters.

Our Diversity Commitment

At Odyssey Victoria, we value diversity and believe that employing people with a range of backgrounds and abilities brings a variety of ideas, perspectives and experiences that will enhance the relevance, safety, and effectiveness our services.

We will promote a workplace that actively seeks to encourage people with disabilities, LGBTQIA+ people, young people, older Australians, and people from diverse cultural, linguistic and faith backgrounds to apply for employment with us. We are committed to ensuring that a diverse range of people are welcomed, valued, and supported in their roles.



Our values

We promote hope for change and expectation to reach one's full potential. We encourage perseverance and innovation to make a real difference in people's lives. We uphold the pillars of Respect, Concern, Honesty, Trust and Love. Our values are promoted among the residents, staff and clients of Odyssey Victoria.

This artwork, inspired by Chris Thorne, represents counting the pillars on one hand.