



# Care

## Receptionist/Administrative Support

The role of Receptionist/Administrative support is to be our first point of contact with the organisation for people over the phone and attending Care in person. Care's Receptionist is responsible for the provision of high-quality service, administrative and secretarial support. They are required to display a high level of professionalism, while interacting with Care staff and the community and when dealing with confidential and sensitive issues and documentation.

- Title:** Receptionist/Administrative Support
- Classification:** Social, Community, Home Care and Disability Services Industry Award 2010 (Level 3)
- Location:** Care Offices- 19-23 Moore Street, Turner
- Employment Status:** Permanent Part Time (Full Time will be considered)
- Reports to:** Office Manager and Operations Director
- Probation Period:** 6 months



## About Care

Care has been supporting the Canberra community since 1983 and we believe in financial fairness for all. We are a community organisation that provides free and confidential support and assistance to people living on low to moderate incomes or who are experiencing financial difficulty.

### **Our Priorities**

- Provide information, advice, advocacy, and ongoing support for people in the community who experience financial hardship or exploitive lending practices.
- Work to educate the broader community about their rights, responsibilities, and options regarding financial issues.
- Advocate for fair changes at a systemic level.
- Be innovative in the community sector to achieve key outcomes, by focusing internally as an organisation, as well as working collaboratively with partner organisations.
- Constant reflection and evaluation of our services to ensure they meet the diverse needs of our various stakeholders.

### **Our Values**

Care fosters a positive workplace culture and strives to deliver quality services to meet the needs of the community. Our values underpin our work and are integral to achieving our strategic priorities.

*Integrity:* Our practices are professional, ethical, and human centred

*Inclusion:* We seek to provide culturally appropriate and accessible services to all people in our community

*Diversity:* We value and foster a diverse workforce and design services to reach a diverse target group

*Respect:* We are respectful and work with compassion and empathy to support the people we work for and with

Care is a not-for-profit Incorporated Association.



## Position Description

The Receptionist/Administrative Support is part of the Operations Team and operates under the supervision of the Office Manager.

They are responsible for:

- Greeting and welcoming clients to the service
- Working with the Operations team on the administration of the organisation to support all Directors and staff in their roles.
- Assisting with inputting and maintaining statistical data

## Duties

### Reception and Administrative Support

- Provide general support to Care clients, visitors, and volunteers.
- Answering phone calls and taking accurate messages
- Greeting clients and making them tea/coffee/water upon arrival
- Collecting and recording mail in and out of the office
- Monitoring the admin email box.
- Writing and sending appointment letters
- Maintenance of key and pass register, tracking access to office and car parking.
- Opening and closing case files and maintaining archive records.
- Photocopying and maintaining a supply of up-to-date forms for the financial counselling team.
- Assistance with intake activities (answer phone, greet client, collect profile data and transfer to the appropriate worker) for the 1800 debt helpline, community loans and rent relief when required.
- Assist with inputting statistical information into organisational database.
- Assist with administrative tasks for each program as requested.
- Assist Office Manager with Executive Support: Preparation for board meetings, including copying documents, purchase of food and setting up of meeting room.
- Assist in the planning of Care in-house or off-site activities like training, celebrations, and conferences.
- Assist in coordination and managing the procurement of all office supplies and maintaining the upkeep of office stationery and supplies storage.



- Maintain front desk petty cash for miscellaneous office purchases e.g. postage, kitchen supplies and record outgoing transactions
- Ordering of pamphlets, business cards and name badges
- Maintenance of photocopier and fax machine, including ordering of toner, paper, and other materials.
- Maintaining and ordering up-to-date pamphlets from other support organisations.
- Ensure the office is tidy.

### Other

- Attend meetings as required and when possible.
- Attend professional development activities appropriate to role as required.
- Perform other functions consistent with the classification level as directed

### Selection Criteria

- Experience with a variety of software (email tools, spreadsheets, databases) and the ability to accurately manage administrative duties.
- Experience as a Receptionist or Administrative Assistant.
- Knowledge of Office Administrator responsibilities, systems, and procedures.
- Proficiency in MS Office (MS Excel and MS Outlook, in particular).
- Hands on experience with office machines, hardware, and technology.
- Hold a Working with Vulnerable People (WWVP) registration (or, if successful, will be required to apply for one prior to commencing at Care.)
- Excellent time management skills and ability to multi-task and prioritise work.
- Attention to detail and problem-solving skills.
- Excellent written and verbal communication skills.
- Strong organisational, administrative, and planning skills in a fast-paced environment.
- Ability to liaise effectively with a range of stakeholders.
- Knowledge of and experience working in the community sector.
- Client focused.

### Summary Terms and Conditions

- Permanent part-time (full-time will be considered)
- Base salary commencement level SCHADS Award Level 3
- Full-time equivalent of 4 weeks annual leave with 17.5% leave loading, paid annually.
- Christmas Shutdown period excluded from annual leave and provided for by Care.
- Opportunity to purchase additional leave.



*Care Reception/Administrative Support*

- Above Award personal leave entitlement of (18 days per year full time equivalent.)
- Superannuation paid at Superannuation Guaranteed Rate of 11% to Employee's choice of fund with opportunity for Employee co-contribution.
- Salary Sacrificing available.
- Terms and conditions are those set out in the Job Offer Letter, Care Employment Contract, Care policies & procedures, SCHCADS Award and the National Employment Standards as set out in the Fair Work Act (2009).
- All Care staff are required to comply with Care policies & procedures.

*Care is an EEO employer. Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically, and religiously diverse backgrounds are encouraged to apply.*