

Position Title:	Receptionist
Team / Section:	Administration
Industrial Award:	Social, Community, Home Care and Disability Service Industry Award 2010
Reports to:	Team Leader, Administration
Supervises:	None
Other Key Relationships:	CEO, EO, CFO, Manager Risk, Quality and Compliance, Customer Support Facilitator
Level of Authority:	Level 2
Date Approved:	1 August 2020

Organisation Background:

Carers and Disability Link (CADL) is a Community Support Organisation established in 1995 to support informal Carers; those caring for a family member or friend who has a disability, illness or is frail aged, people with disability, and older community members.

- * As a registered NDIS provider, Carers and Disability Link provides a range of services to participants of the NDIS including assistance with daily activities, group and therapy supports, support coordination and plan management.
- * Social Support and Respite services are available for people over 65 years of age under the Commonwealth Home Support Program.
- * Support for Carers is offered through a range of activities, assisting Carers to maintain their caring roles as well as good health and well-being.

Together, we link people with disabilities, carers and the aged, with care and support services through flexible and inclusive choices within our local community.

Primary Purpose of Role

- * Provide reception and administrative support to all members of the Carers and Disability Link staff in order to facilitate high level of service provision to the CADL customer base
- * Support effective service delivery and day to day functioning of all programs of the organisation
- * Act as the first point of contact with the public to provide a pleasant, courteous and highly professional service
- * Work proficiently in a fast paced environment , and collaboratively with all Carers and Disability Link staff

Experience

Essential

- * Demonstrated experience working in an administrative and/or reception role within a similar environment
- * Experience in the use of a range of ICT systems and software
- * Self-motivated and able to work independently as well as in a dynamic team environment

Desirable

- * Sound knowledge of the Not-for-Profit/Community Sector
- * Knowledge of the Yorke Peninsular, Clare Valley, Barossa Valley and Adelaide Hills and Fleurieu regions and surrounding communities
- * Commitment to own professional and personal development

Qualifications

Essential

- * None

Desirable

- * Certificate 3 or 4 in Business Administration

Values and Behaviours

All staff and volunteers are expected to behave in a manner aligned to the values of the organisation as written in the Code of Conduct. These are:

<p>Respect for individuals</p>	<p>Demonstrate respect for the inherent dignity and rights of each individual, in particular their right to be accepted as they are, to participate fully in decision making in their own lives, and their right to privacy and confidentiality. Acknowledge, value and appreciate individuals for who they are.</p>
<p>Honesty and Integrity</p>	<p>Do your job to the best of your ability, undertaking duties and responsibilities with honesty and integrity. Be true to your word, open and trustworthy.</p>
<p>Empowerment</p>	<p>Promote independence of individuals and assist them to understand and exercise their rights and responsibilities. Not directing, but always walking alongside, allowing individuals to be themselves and build on their own knowledge, skills and relationships.</p>
<p>Justice and Equity</p>	<p>Recognise that each person is an individual and act with fairness and equality, and without discrimination.</p>
<p>Protection of Individuals</p>	<p>Create a safe environment for all carers, clients, staff, volunteers and independent contractors and report any breaches of policy or code of conduct.</p>
<p>Recognition</p>	<p>Value the role of Carers in our community, and recognise their rights to mutual support, understanding and respect. Value staff and volunteers, acknowledging their contributions to the organisation, recognising their strengths, weaknesses and their right to express their opinion, and rejoicing in their achievements.</p>
<p>Kindness</p>	<p>Practice kindness and work cooperatively toward creating a happy, healthy and safe environment where all feel respected, valued and able to be their authentic selves</p>

Staff and volunteers are expected to demonstrate care for each other and a safety-first mindset which guides our decision making and our every action. At all levels, our people are expected to create a safe environment for themselves and their colleagues. This means taking accountability for knowing how to operate safely, actively identifying safety risks and speaking up if you have concerns.

Working within a regulated environment with vulnerable groups and individuals, staff and volunteers are expected to follow our policies and procedures

Special Conditions

- * This position requires flexible hours, including weekends and after hour.
- * This position qualifies as able to work from home, in line with the CADL working from home conditions and practice and procedure.
- * Workers must possess a current NDIS Worker Check and a Working with Children Check, Child Safe Environments Certificate and an NDIS Worker Orientation Completion Certificate or be prepared to obtain these, and keep current.
- * Workers must sign the Carers and Disability Link and NDIS Code of Conduct prior to commencing employment.
- * Workers in this position must possess a Current Driver's Licence and willingness to drive CADL vehicles. Workers may need access to own vehicle with appropriate insurance when CADL vehicles are not available.
- * Workers must participate in an annual developmental review process and regular supervisory meetings.
- * Undertake on-call rostered duties as arranged with Manager.

Key Duties and Role Responsibilities

Specific to Role:

Reception

- * Fulfil reception duties including answering phones, booking and confirming appointments and entering of new client details on computer software
- * Meet and greet clients and visitors, and provide exceptional customer service
- * Ensure all incoming phone calls are attended to in a prompt and courteous manner
- * Provide information to clients and their families presenting to the Carers and Disability Link office, ensuring that all enquiries are dealt with in a confidential and sensitive manner
- * Assist in the set up and pack up of the office/site, ensuring the rooms are left in a clean and tidy state at the end of each day

Administration

- * Assist the Team Leader Administration to identify, establish, improve and maintain administrative processes
- * Operate and maintain secure record keeping systems and software
- * Assist in administrative functions for meetings and events, including catering
- * Ensure adequate supplies of consumables, such as stationary, printer, and kitchen supplies
- * Coordinate incoming and outgoing mail
- * Assist with IT services and support

- * Assist with equipment management and maintenance
- * Assist in the induction of all new staff with regards to administrative processes

Teamwork

- * Actively contribute to the delivery and maintenance of a high functioning and responsive team to deliver of high quality outcomes
- * Promote a positive and collaborative team environment
- * Maintain working relationships with clients and key stakeholders

Communication

- * Maintain comprehensive professional case files and client records, including data collection according to program requirements
- * Articulate clear messages about key issues when working with staff and clients
- * Actively listen and respond to clients with kindness and professionalism

Continuous Improvement

- * Identify opportunities for improvement to services provided

Results Delivery

- * Focus on and work continually for positive client outcomes
- * Take a proactive approach to problem solving and work within team and individually to achieve success

Organisational:

- Actively promote CADL values and policies in your daily work;
- Comply with all organisational and operational policies of CADL;
- If required, participate in staff and team meetings and staff training days;
- Protect the right of all Carers, clients, staff and volunteers to privacy and confidentiality at all times;
- Whilst working as a member of the work team, maintain and develop partnerships with key stakeholders.
- Ensure structures and procedures adhere to the requirements of Equal Opportunity, Occupational Health and Safety and Workers Compensation legislation.

Approval

The details contained in this document are approved and an accurate statement of the responsibilities, competencies and other requirements of the job.

Vicki Williamson (CEO)



28/7/2020

Name (Manager)

Signature

Date: