



## POSITION DESCRIPTION

### May 2018

<b>Position</b>	Senior Receptionist/Administrator
<b>Program Stream Area</b>	Business Operations
<b>Exemption</b>	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)
<b>Reports to</b>	Administration and Quality Team Leader
<b>EA 2017 Classification</b>	Level 3
<b>Located</b>	Women's Health West, 317-319 Barkly Street, Footscray Vic 3011

### Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

### Position Purpose

The senior receptionist/administrator is a member of the business operations team at WHW and reports to the administration and quality team leader. The focus of the role is to provide a professional and responsive reception service to staff, visitors, clients and community members, including women experiencing a family violence crisis. The position also provides an administrative support function for WHW staff. The senior receptionist offers the first point of contact in a triage response for current and potential clients, requiring a skilled, bounded and empathic focus on determining risk and eligibility for services. The position works closely with WHW's integrated family violence staff in this triage role, and is expected to develop and maintain productive and collaborative relationships with all WHW staff, clients and visitors, to contribute to positive program outcomes and enhance WHW's reputation for warm and responsive service delivery. The senior receptionist/administrator also contribute to the development and achievement of team and organisation goals and actively promotes the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

### Key Result Areas and Responsibility

**Contribute to the development and delivery of high-quality and efficient reception services and the provision of a professional and empathic reception response**

- Greet staff, contractors, clients and visitors in a professional and responsive manner
- Attend to visitors/clients promptly and notify staff of their arrival (including follow up if staff are delayed in coming to greet the visitor/client)
- Ensure reception area is presentable and tidy at all times
- Liaise with the communications worker to ensure all resources in the reception area are relevant and kept up to date
- Respond promptly and professionally to emails and other enquiries

**Engage and screen calls to ensure an appropriate and timely service response to women and children experiencing family violence**

- Answer, screen and direct all calls to appropriate staff or intake workers in a polite and discreet manner, recognising the need for privacy and confidentiality
- Respond to women requesting family violence assistance to determine their level of risk and eligibility for WHW services
- Triage all family violence calls and refer those women who are most at risk first, to facilitate a timely intake response

**Contribute to the effective management and delivery of administrative and operational functions to ensure prompt and service-focused support to WHW**

- Ensure startup and end-of-day procedures are followed and actioned promptly
- Manage all mail and correspondence including mail register, disbursement of mail, postage, express post and couriers
- Manage all bookings in an efficient and timely manner for:
  - Motor vehicles
  - Resources
  - Training rooms
- Manage stationery and office supplies (including first aid supplies) to maintain the optimum level and undertake a periodic stocktake to support re-ordering
- Manage and action administrative requests from program staff to ensure they are delivered in a timely and responsive manner
- Provide identified administrative support to health promotion, family violence and communications units as required
- Provide backup for operations tasks as require

**Assist as required in emergency management**

- Act as fire warden for the organisation
- Act as first aid officer

**Contribute to the development and achievement of team and organisation goals through regular supervision and participation in professional development activities.**

- In collaboration with your line manager, participate in the development, monitoring and review of a clear work plan that sets out objectives, activities, outcomes and evaluation methods for this position.
- Participate in regular supervision and annual appraisal to discuss work performance, and professional development.
- Identify professional learning and development opportunities and participate in professional development training and activities, in consultation with your line manager.
- Participate in induction processes and probationary reviews as required.
- Participate in the recruitment and orientation of stream staff, where appropriate.

- Role model respectful and professional behaviour within the work environment at all times including displaying initiative, openness, honesty, genuineness and transparency.

**Contribute to processes that ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.**

- Participate in a culture of collective learning and collaborative work practices, including respectful and positive communication within the team and organisation.
- Actively participate in team, program, stream and staff meetings, working groups and committees, and stream planning days.
- Actively participate in cross team and cross-stream mechanisms designed to facilitate links within and between the business operations stream and the whole organisation, ensuring that collaboration is embedded in all aspect of WHW's operations.
- Participate in organisational continuous quality improvement and risk management frameworks.
- Engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.
- Engage in organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities, as well as the reconciliation plan and the feminist audit tool.
- Collaborate with WHW colleagues to identify current and emerging trends that impact on their areas of responsibility and support appropriate knowledge transfer and translation into their programs, projects and services.

**Key Selection Criteria**

1. Previous training and experience in telephone and reception work in a similar crisis, health or community service is essential.
2. Diploma of community services or related social welfare disciplines as a minimum qualification.
3. Experience and proficiency in administrative and operational tasks.
4. An understanding of theory and practices that relates to provision of family violence services to women and children, including those from diverse communities.
5. Ability to work with people from diverse cultures including experience in using interpreters.
6. High level proficiency in word processing including proficiency and experience in using Microsoft Office including outlook.
7. Strong interpersonal skills and ability to communicate and work autonomously and cooperatively with a wide range of staff.
8. Proficiency in written and spoken English
9. Current police and working with children checks

**Desirable**

- Ability to speak a community language
- Experience in using referral and information systems
- Knowledge of western metropolitan region
- Trained as a fire warden
- Trained as a first aid officer

### PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

### REVIEW OF POSITION DESCRIPTION

This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

### ADDITIONAL INFORMATION ABOUT WHW

1. Aboriginal and Torres Strait Islander women, and those who speak languages other than English, are encouraged to apply.
2. Women's Health West is a child safe organisation and employment is subject to the satisfactory completion of a national police record and a working with children check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.
4. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

### FURTHER INFORMATION

If you have specific queries about this position please contact the administration and quality team leader on 9689 9588.

To apply for this position, please send your written application responding to the key selection criteria, marked 'Confidential', to the address below. Please include three nominated referees, including your most recent line manager.

Recruitment  
Women's Health West  
317-319 Barkly Street  
FOOTSCRAY VIC 3011  
recruitment@whwest.org.au