**POSITION DESCRIPTION**

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| **Position Title:** | Receptionist | SBH-20 |
| **Area / Service Area :**  | People & Culture | Human Resources |
| **Reporting to:**  | HR Manager  |
| **Position FTE:** | Casual |  |
| **Remuneration:** | Level 1 |
| **Directly Supervises:**  | No direct supervisory responsibilities |
| **Indirectly Supervises:** | No indirect supervisory responsibilities |
| **Key Relationships:** | All internal and external stakeholders, Residents, Consumers, General Public, Suppliers, Police & Ambulance personnel, HealthCare agencies, Donors |

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| **Primary Purpose of Position** |

The primary purpose of this position is to be the first point of contact for all of St Bart’s residents, consumers and internal and external stakeholders, and represent the organisations values and mission, creating a welcoming and supportive environment across all interactions.

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| **Key Position Accountabilities**  |

1. Answer all incoming calls, assist callers and direct calls to relevant areas and services
2. Meet and greet all visitors of St Barts and ensure all records of visitors is compliant and maintained for record keeping
3. Receive, distribute all daily mail for St Barts including bulk mail outs, and maintain a mail register
4. Order and maintain stationary supplies and other office consumables, generate purchase documentation and reconcile invoices for payment as required
5. Maintain the internal booking process for meeting rooms and pool car bookings and any other bookings as operationally required
6. Facilitate the enquiries and receiving of donate goods process including liaising with internal areas to ensure that the donated goods database is kept up to date
7. Ensure the reception area is visually maintained to reflect a high standard of presentation and a welcoming and professional environment
8. Maintain various databases as operationally required including employee phone list, consumer contact list and access card list to ensure it is up to date at all times
9. Ensure that Reception procedures and corresponding procedural manual is up to date and update as necessary to reflect current process
10. Administer access cards for employees, residents, visitors, contractors and service providers and using the Ving Card/Security System, and demonstrate new users the system process
11. Maintain a professional and personable demeanour while liaising with all stakeholders and consumers, in a non-judgmental way.
12. Assist with administrative duties as operationally required by Human Resources
13. Ensure personal health and safety at work and that of others complying with all *Occupational Health and Safety* requirements and as directed by St Barts;
14. Participate in the St Barts Immunisation Program in line with specific position requirements, including any applicable pre-employment and/or ongoing immunisation as determined by St Barts;
15. Understand, comply with, and adhere to all St Barts policies, procedures and work practices, and complete all necessary OneVault requirements within set timeframes;
16. Understand, comply with, and adhere to the St Barts Code of Conduct;
17. Participate in, and contribute to, all St Barts Quality Improvement and Risk Management programs, to encourage and promote organisational performance and deliver better consumer outcomes;
18. Participate in and provide support in all accreditation, compliance and national standards activities as directed;
19. Participate in essential and/or mandatory training annually as required and directed;
20. Have collaborative working relationships with the team and internal customers, and actively contribute to all team meetings and effectiveness of the team function;
21. Other duties and accountabilities as directed by the HR Manager , and/or the GM of People & Culture.

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| **Key Performance Indicators (KPI’s)** |

KPI’s to be developed within the first month of employment

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| **St Barts Values** |

St Bart's aims to foster a culture that embraces our values and which reflect what we believe will deliver the best outcomes for our clients and services delivered.

The St Bart’s Values form the basis of all employee behaviour. All employees of St Bart’s are expected to demonstrate the Values when carrying out the accountabilities of this position.

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| **Empowerment** | We create a community where everyone believes they have the ability to make a difference |
| **Innovation** | We foster an environment where creativity thrives |
| **Commitment** | We have the courage and determination to make it happen. |
| **Collaboration** | We work together to achieve shared goals |
| **Social Justice** | We believe everyone has a right to equitable treatment, dignity and compassion |

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| **Workplace Behaviours** |

St Bart's is committed to ensuring that all employees contribute towards a positive workplace environment. As defined in the Code of Conduct, it is the expectation of St Barts, that all employees demonstrate the conduct as defined in the acceptable behaviours below, when carrying out the accountabilities of the position.

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| **Respectful** | Using respectful, supportive and encouraging language in all interactions, no matter the subject of the conversation |
| **Politeness**  | Questioning a peer’s position on an issue politely rather than asserting your position is the right one; listening to your peer’s position with an open mind |
| **Constructive Feedback**  | Giving peers direct, non-personal and constructive feedback as opposed to criticism |
| **Express Appreciation**  | Expressing appreciation when a peer does something correctly and in a timely manner |
| **Decision Making** | Respecting each other as adults and trusting other Staff member’s decision making abilities |
| **Conflict**  | Approaching conflict with maturity and true desire for resolution, rather than as a fight or opportunity to belittle a co-worker |
| **Positive attitude**  | Maintaining a positive attitude, even when you are having a bad day. |

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| **Position Key Selection Criteria**  |

**Qualifications, Licences & Legislative Compliance**

1. Minimum Diploma qualification in Administration, or a similar discipline;
2. Understanding of working in Homelessness and or Mental Health environments
3. Current satisfactory *National Police Clearance* obtained within the last three (3) months;
4. Current *Australian Passport* or current valid *Working Visa* permitting all necessary requirements to legally work in Australia;
5. Current valid *First Aid Certificate*;
6. Current *WA “C” Class Drivers Licence* (for photo identification purposes and/or if required for position duty purposes)

**Knowledge, Skills & Experience**

1. At least three (3) years demonstrated work experience relevant to the position;
2. Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless
3. Demonstrated ability and experience in dealing with complex and challenging consumers/clients, people with disability and/or people from non-english speaking backgrounds
4. Previous administrative and frontline customer service/reception experience
5. High level of accuracy and attention to detail with the ability to multitask
6. Good administrative and organisational skills – able to prioritise workload and work to strict deadlines
7. Strong customer service skills, with an ability to present a calm demeanour in high stressful situations
8. Demonstrated ability in being able to build rapport easily
9. Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences
10. Ability to work well in a team and with limited supervision
11. Courteous and professional telephone manner
12. Demonstrated high level of professionalism, confidentiality and discretion
13. Ability to adapt to changing requirements
14. Excellent skills in the use of Microsoft Office programs

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| **POSITION DESCRIPTION ACKNOWLEDGEMENT & AGREEMENT**  |

By signing this documents, I acknowledge that:

[ ]  I have read and understood the conduct, accountabilities and key performance indicators described in this position description and agree to carry out the duties and accountabilities as required;

[ ]  I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this document.

[ ]  I acknowledge, that St Bart’s as my employer has the right to alter this position description from time to time in accordance with operational and organisational requirements.

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| **Employee Name** *(print full name):* |  | **Signature:** |  | **Date:** |  |

