



Upper Murray Family Care Incorporated

Reception Administration Officer

Service:	Business Services
Program:	Business Services Administration
Position Title:	Reception/Administration Officer
Position Base:	At present based at UMFC 29 Stanley St Wodonga office, but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
Award Classification:	Currently Health & Allied Services Award, Private Sector, Victorian Consolidated Award 1998 (HAAS) but will transition to SCHCADS in July 2012
Remuneration:	In line with SACS CDW Class 1
Pay Point:	To be determined according to qualifications & experience
Award Conditions:	Social, Community, Home Care and Disability Services Industry Award 2010
Hours of Work:	Full time (38 hours per week)
Tenure:	Ongoing: subject to available funding appropriate to supporting the position.
Travel:	A vehicle is provided for work purposes.

1.0 Position Context

This position, funded by the Agency Business Services, has a primary role of providing operational support to the Manager Administration including administrative responsibilities (for example ordering and purchasing, facility maintenance and office systems management); key activities associated with OHS; undertaking small projects, and providing Administrative support in the absence of the Manager. A smaller but vital component of the position is working in the reception role 2 days per week, providing a welcoming first point of contact either by phone or in person for clients and the community who make contact with the Agency.

2.0 Communication with others

Position supervised by:	Manager Administration
Supervises directly:	Nil Staff
Communicates internally primarily with:	Reception staff, Wodonga staff, volunteers & students, other relevant staff within UMFC.



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Communicates externally primarily with: Families and clients, service providers, suppliers, external contractors, care providers and maintenance providers.

3.0 Key Responsibility Areas of the Position (KRA's)

<p>KRA 3.1 Support service delivery by undertaking administrative responsibilities including:</p> <ul style="list-style-type: none"> • ordering and purchasing necessary Agency stationery, amenities and equipment; • maintaining the centre's facilities and equipment; • office efficiency including: IT trouble shooting; mail management; banking; receipting; invoicing, petty cash; filing; maintenance of resources, manuals, registers, central diary and information; archiving; catering, induction of staff on reception/administrative processes.
<p>KRA 3.2 Coordinate administration of Agency Occupational Health And Safety, Legislation compliance, Workcover claims and Return to Work co-ordination.</p>
<p>KRA 3.3 In conjunction with the Manager Administration, ensure fleet is maintained in terms of safety, cleanliness and maintenance and ready for use by Agency.</p>
<p>KRA 3.4 As directed by the Manager Administration, undertake administrative projects eg: contractor expressions of interest; annual report preparation and printing.</p>
<p>KRA 3.5 Undertake reception duties:</p> <ul style="list-style-type: none"> • providing an efficient, welcoming first point of contact by phone or in person for actual and potential clients and referrers; • deliver relevant information for all initial requests for services to clients and deal respectfully and confidentially with all persons accessing the service; • manage Financial Counselling client appointments and Intake.
<p>KRA. 3.6 In the absence of the Manager of Administration, undertake office administration and coordinate activities such as ensuring reception is attended during work hours and in conjunction with the Manager Administration organise relief or backup where necessary, problem solving or directing issues to appropriate authority.</p>
<p>KRA 3.7 Coordinate purchase, distribution and maintenance of Agency landlines and mobile phone resources.</p>



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<p>KRA 3.8 Participate as a member of the Business Services Team including:</p> <ul style="list-style-type: none">• Supervision;• Attendance at required meetings and training.
<p>KRA 3.9 Responsible for coordination of Agency Inductions (HR, OHSE, IT, Payroll)</p>
<p>KRA 3.10 Other duties as directed, relevant to the main focus of the position.</p>

4.0 Physical Requirements of the Position

(Key of estimated daily requirements: Not Required=0%, Marginal=1-5%, Occasional=6-20%; Regular=21-50%, Frequent=51-70%, Continuous=> 70%)

- 4.1 Sitting – Continuous
- 4.2 Computer based tasks – Continuous
- 4.3 Driving – Regular
- 4.4 Lifting - Occasional
- 4.5 Walking - Frequent

5.0 Key Selection Criteria:

1. Qualifications in Administration or Business Services and/or extensive Administration/Business Service experience.
2. Demonstrated ability to work effectively as part of a team, including working confidentially and managing and prioritising administrative tasks efficiently and effectively. Able to take a systematic and organised approach to work eg: fleet administration.
3. An understanding and ability to successfully coordinate small projects.
4. Demonstrated ability to verbally communicate effectively with a wide range of people including, other professionals, community groups, children and families, with well developed and accurate written and oral skills.
5. Ability to understand differing client's needs and respond in a way that demonstrates a commitment to client satisfaction. An understanding of the community welfare sector, community groups or government agencies.



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6. Well developed IT skills including well developed ability in using MS Office Suite.
7. A good understanding of OHSE legislation, Workcover and return to work programs.
8. Personal attributes including resilience, flexibility, a sense of humour and high level organisational skills.
9. The ideal candidate may also have well developed intranet and website management knowledge.

6.0 Additional Essential Requirements of the Position for Successful Applicants:

- 6.1 A satisfactory Victorian Working with Children Check
- 6.2 A satisfactory Police Check
- 6.3 Current drivers license

7.0 Role Challenges/Pressures

- Handling numerous calls and clients at once
- Competing priorities from different programs
- Time constraints and work commitments
- Dealing with distressed clients in emergency situations
- Working with families expectations and meeting their needs
- Dealing with people with a variety of abilities and needs

8.0 Supervision / Work Planning/ Performance Management/ Career Planning

The Agency Supervision process will incorporate

- Professional and personal support
- Regular formal discussion in relation to an individuals work to proactively identify work goals & the KPI's by which the goals will be measured
- Identifying the individuals professional development needs and career aspirations
- Discussion of the individuals performance in relation to goal achievement
- Agency housekeeping eg leave



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9.0 Other Relevant Information

9.1 Contract of employment

All persons employed by the agency are employed under contract. Each contract will provide specific information relating to policies and procedures, including the code of conduct & confidentiality and privacy procedure and pre-existing medical conditions which are required to be signed by the applicant prior to commencing a position with the agency.

DECLARATION OF CURRENT AND ONGOING CAPACITY:

1. I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described both in writing in this document, along with any verbal explanations in terms of:
 - a) The knowledge, skills and attitudes required and
 - b) My physical and psychological capacity to undertake the work.

2. Additionally I agree to notify the Agency immediately of **ANY CHANGE** in my capacity to meet the requirements as outlined in this position description including any changes in the status of my driver's license, and/or my ability to meet legislative requirements such as the WWC check and police check.

Signed: _____

Witnessed: _____

Date: _____

Attachments:

Organisational Chart
Program Chart
Agency Brochure
Program Brochure
Benefits of Employment at UMFC