



Business Services
RECEPTION/ADMINISTRATION TRAINEE

POSITION DESCRIPTION	Staff Name
Service:	Business Services
Program:	Administration
Position Title:	Reception/Administration Trainee
Probation Period:	6 months from commencement & subject to successful attainment of traineeship/study milestones
Position Base:	29 Stanley Street, Wodonga but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social & Community Services Worker
Level:	Year 12 School Leaver Trainee
Hours of Work:	Full-Time- 38 hours p.w.
Tenure:	12 Months Traineeship.
Travel:	Travel local and regional will be required using an Agency vehicle.

1. POSITION CONTEXT & SUMMARY OF POSITION

Consistent with the Agency mission, Strengthening Families to Build Vibrant Communities, the Business Services Team is a dynamic and vital support service team providing high quality expertise in the areas of IT, Administration, Finance, Payroll and Reception to all internal and external clients of UMFC.

This position, supported by the Senior Reception Administration Officer, provides the first point of contact for families accessing programs housed at the Wodonga UMFC site. The position will assist clients and families by facilitating access to appropriate services or staff members. The position also provides reception, office administration services and program specific services.

2. COMMUNICATION WITH OTHERS

Position supervised by:	Manager Administration & supported by Senior Reception/Administration Officer
Supervises directly:	Nil Staff
Supports:	Nil Staff
Communicates internally primarily with:	Wodonga staff, volunteers & students, other relevant staff within UMFC.
Communicates externally primarily with:	Families and clients, service providers, volunteers, suppliers, external contractors, care providers and maintenance providers.

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Participation, Respect, Excellence, Justice and Honesty, this position, supported by a Senior Reception Administration Officer, provides high quality, efficient services through the following Key Responsibility Areas:

<p>KRA 3.1</p> <p>Provide 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, arrange appointments for staff and clients or refer to appropriate services or staff as needed and deal respectfully and confidentially with all persons accessing the service.</p>
<p>KRA 3.2</p> <p>Operating the telephone system, ensuring that reception is attended during work hours and in conjunction with the Senior Reception Administration Officer/Manager Administration, organise relief or backup where necessary.</p>
<p>KRA 3.3</p> <p>Support service delivery by undertaking administrative tasks including:</p> <ul style="list-style-type: none">• ordering and purchasing necessary stationery, amenities and equipment;• maintaining the office facilities and equipment;• support agency fleet coordination and maintenance;• 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 and other specified projects as required.
<p>KRA 3.4</p> <p>Provide temporary reception services at other UMFC sites as directed by Manager Administration or Senior Reception/Administration officer.</p>
<p>KRA 3.5</p> <p>Undertake Certificate 111 in Business with support of Manager Administration.</p>
<p>KRA 3.6</p> <p>Provide help desk support to the Information Technology Co-ordinator.</p>

<p>KRA 3.7 Support a culture that promotes child safety with particular attention to Aboriginal and CALD cultural safety and children with a disability.</p>
<p>KRA 3.8 Contribute to the creation and maintenance of a culture that reflects the Agency values of participation, respect, excellence, justice and honesty.</p>
<p>KRA 3.9 Actively participate as a team member in relevant meetings, professional development processes such as supervision, training and quality improvement processes in line with program and UMFC guidelines and requirements.</p>
<p>KRA 3.10 Actively undertake all OHS requirements appropriate to the position & consistent with legal obligation and UMFC culture, policy and procedure.</p>
<p>KRA 3.11 Other duties/delegations as directed, relevant to the main focus of the position.</p>

4. 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%)

- Sitting – Continuous
- Computer based tasks – Continuous
- Driving – Occasional
- Lifting – Occasional
- Walking - Frequent

5. KEY SELECTION CRITERIA

- 5.1 Desire and ability to undertake a traineeship and study Certificate 111 in Business
- 5.2 Ability to understand differing client's needs and respond in a way that demonstrates a commitment to client satisfaction.
- 5.3 Well developed and demonstrated problem solving skills.
- 5.4 Demonstrated ability to work effectively as part of a team, including working confidentially, managing and prioritising administrative tasks efficiently and effectively. Able to take a systematic and organised approach to work.
- 5.5 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.
- 5.6 Computer literacy and ability and a willingness to learn new skills.

- 5.7 Personal attributes including resilience, flexibility, a sense of humour and high level organisational skills.
- 5.8 Willingness to undertake relevant training and development eg: OHS

6. 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 driver's licence - preferable

7. WORK CHALLENGES/PRESSURES

- Handling numerous calls and clients at once
- Competing priorities from different programs
- Time constraints and work commitments
- Managing study commitments and working full-time
- 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
- Regular problem solving/challenges.

8. SUPERVISION

At UMFC, supervision is considered to be an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has a number of benefits for workers, clients, and the organisation, including:

- Protection and a commitment to quality service provision for clients through case review
- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata).

9. 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 persons commencing employment at UMFC.

10. 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: _____

Attachments: *Organisational Chart*
Agency Brochure
Program Brochure
Benefits of Employment

Witnessed: _____

Date: _____