

## JOB DESCRIPTION

<b>TITLE OF POSITION:</b>	<b>Reception &amp; Administration Assistant</b>
<b>CLASSIFICATION LEVEL:</b>	<b>Lutheran Care Level 2</b>
<b>PROGRAM:</b>	<b>Lutheran Care</b>

### OVERVIEW

Lutheran Care provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, and refugee services. LC is committed to reducing barriers and encouraging inclusion and participation in the community of people with a disability, people of all ages, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

### ROLE SUMMARY

This position is our first point of contact for client's, visitors and callers and therefore excellent interpersonal skills are essential in this role, including having a warm and friendly manner and the ability to engage well with others.

The aims and objectives of this role are to:

- Provide a confidential, empathetic and non-judgmental service to client's, visitors and callers
- Answer incoming phone calls promptly, distributing calls to the requested person or appropriate service/site.
- Provide reception and administrative support for site-based programs

### REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Reception & Administration Assistant reports to the Executive Manager Specialist Services and is responsible for:

- Working under the guidance of site Team Leaders and Managers
- Managing multiple tasks and adjusting priorities in order to meet deadlines.

## CORE BEHAVIOURS/RESPONSIBILITIES:

ROLE	RESPONSIBILITIES AND DUTIES:
<b>Lutheran Care Culture</b>	<ul style="list-style-type: none"> <li>• Model ethical behavior and practices consistent with the ethos of Lutheran Care as outlined in the Code of Conduct and stated values.</li> <li>• Adhere to and support LC's policies and procedures.</li> </ul>
<b>Communication and Teamwork</b>	<ul style="list-style-type: none"> <li>• Participate in a supportive environment and in positive and constructive communication between other Lutheran Care members, staff and volunteers</li> <li>• Support Lutheran Care's senior management teams' decisions and ensures that all commitments made are followed through</li> <li>• Advise direct line manager of emerging issues and critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s)</li> <li>• Actively participates in regular team meetings and report regularly to supervisor</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>• Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.</li> <li>• Promote and adhere to LC's Work Health and Safety guidelines.</li> <li>• Ensure that all employees in your work area are fully aware of and adhere to LC's WHS guidelines.</li> <li>• Conduct site inductions for new staff, including WHS, building layout, and admin resources</li> <li>• Assist the WHS representative with WHS matters including emergency drills, documentation, working with contractors etc.</li> <li>• Act as the nominated First Aid Officer for the site</li> </ul>
<b>Administration and Resource Management</b>	<ul style="list-style-type: none"> <li>• Maintain records of activities as required for accountability purposes.</li> <li>• Work within established or negotiated financial and time constraints.</li> <li>• Monitor financial reports, expenditure and budget to meet budgetary requirements as required.</li> <li>• Manage resources and risks efficiently and effectively.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to the delivery of high-quality services</li> <li>• Understand and support continuous quality improvement in Lutheran Care.</li> </ul>

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## **CORE BEHAVIOURS/RESPONSIBILITIES**

<b>ROLE:</b>	<b>RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:</b>
<b>Reception / Switchboard / Administration Support</b>	<ul style="list-style-type: none"> <li>• Provide a professional, warm and friendly greeting to all visitors and callers</li> <li>• Promptly and professionally respond to phone calls and email enquiries and requests, ensuring that incoming phone calls are passed on to the appropriate person or service/site.</li> <li>• Provide a switchboard service for Lutheran Care as requested.</li> <li>• Communicate effectively either in person, on the phone or via email, to engage and establish rapport with clients, stakeholders and team members.</li> <li>• Greet and log visitors, directing them to the appropriate person.</li> <li>• Maintain strict confidentiality in relation to all visitors, callers, documents and materials.</li> <li>• Maintain a complete knowledge of organisational structure, employee names and titles.</li> <li>• Research and maintain an understanding of the functions and services of LC to enable visitors and callers to be directed to the appropriate person, service or site.</li> <li>• Ensure LC contact listings are maintained and updated for accuracy and completeness at all times.</li> <li>• Ensure reception area is clean, tidy and clear of clutter, with all necessary material available for visitors e.g. LC brochures and information flyers stocked and kept up to date</li> <li>• Ensure reception and switchboard duties are appropriately diverted to an appropriate person whenever you are unavailable or absent, this includes taking initiative to negotiate cover and backfill arrangements and seeking approval from your line manager.</li> <li>• Monitor, store and procure office supplies</li> <li>• Demonstrate initiative to improve processes and procedures.</li> <li>• Ensure surface mail is regularly and efficiently collected, posted, recorded and distributed.</li> <li>• Prepare resource materials, reports, brochures, letters, newsletters, minutes and agendas as requested</li> <li>• Provide administration support to staff as required.</li> <li>• Assist with promotional activities- resources, shopping, mail-outs, emails and organise venue bookings</li> <li>• Unlock /lock Kent Town facilities and prepare the site for daily use</li> <li>• Maintain key &amp; swipe register</li> <li>• Update CDS records, carer mail out register, birthday list &amp; other spreadsheets as required</li> <li>• Book office maintenance or services when required (including for lift, photocopier &amp; secure bin)</li> <li>• Any other administrative duties, as reasonably requested.</li> </ul>

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<b>Maintain financial and account keeping systems</b>	<ul style="list-style-type: none"> <li>• Prepare statements and other relevant documentation in relation to finances.</li> <li>• Reconcile and maintain petty cash processes banking and records.</li> <li>• Input invoices and expense claims into the Lutheran Care Greentree Accounting System.</li> <li>• Collect and receipt donations.</li> <li>• Reimburse small claims from petty cash &amp; maintain petty cash records</li> <li>• Make purchases as required (e.g. stationery, furniture, or carer gifts from Ron Scriven Fund)</li> <li>• Action any other finance and/or administrative tasks as reasonable requested</li> </ul>
<b>Training/Workshop and Special Events</b>	<ul style="list-style-type: none"> <li>• Training room coordination and oversight</li> <li>• Book venues in accordance with event specifications and requirements.</li> <li>• Assist with set up and cleanup of meetings and events.</li> <li>• Coordinate the delivery and collection of catering and other deliveries for training events</li> <li>• Collect and receipt fees.</li> <li>• Assist with purchasing equipment and supplies.</li> <li>• Prepare and compile evaluation forms for programs and events.</li> </ul>

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

## PERSON SPECIFICATION

### Required Qualifications, Skills, Knowledge, Experience and Abilities

- 2+ years’ experience in an Administration role
- Proficiency in all Microsoft Office applications
- Highly developed interpersonal and communication skills including an ability to work well with culturally and linguistically diverse people.
- Good planning, organisational skills and an ability to prioritise a diverse workload
- Good computing skills, especially word processing, email and file management and database management.
- Demonstrated knowledge and understanding of current community sector issues
- Experience in working in a multi-disciplinary team environment
- Knowledge of basic human resource management and ability to assist staff/volunteers with on the job training.
- Ability to apply the policies and practices of WH&S, Equal Opportunity and Risk Management.
- Thorough knowledge of work activities performed within the workplace.

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**Attributes that are desirable, but not essential**

- Understanding of the issues affecting foster carers and children in care.
- Experience working with people from CALD and ATSI backgrounds.
- Experience of working within the context of a not-for-profit community organisation

**SPECIAL CONDITIONS**

The successful applicant will be required to satisfactorily complete a Department of Human Services Working with Children Check **and** an NDIS worker check prior to being employed.

Further conditions of employment are as follows:

- Hold a current South Australian Driver's Licence and possess a registered roadworthy vehicle available for work use. Local and intra-state travel may be required.
- Undertake some intra-state and interstate travel
- Hold a current Provide First Aid Certificate or willingness to obtain
- Have a current Safe Environments for Children & Young People certificate
- Provide a current COVID-19 vaccination certificate prior to commencement and provide dates for further booster shots as required.

Employee:

Witness:

Date:

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