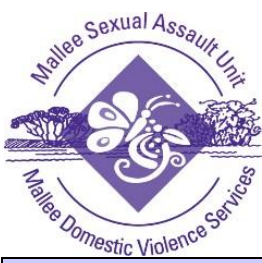




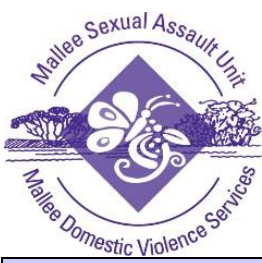
POSITION DESCRIPTION

Job title	Receptionist Administration Support
Location	Swan Hill
Report to	Office Manager
Award	Health Professionals & Support Services Award.
Hours	(1 X FTE) Full-time
Hours per week	40 hours
Purpose	<p>Our Values -Respect, Integrity, Collaboration, Care, Accountability, Innovation</p> <p>Our vision - Safety for all</p> <p>Sexual Assault and Domestic Violence services are an essential part of the primary health care system funded by government. These services are provided free and are available to all victims and survivors.</p> <p>The Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services provides services to Victims /survivors and significant others of sexual assault and domestic / family violence. The components of the service consist of crisis care, counselling services, advocacy, community education, outreach support, information, and referral services. The service is non-discriminatory, providing equity of access to all victims / survivors and significant others of sexual assault and domestic / family violence. Our agency has been delivering these services in the community for over thirty years.</p> <p>The services we provide include:</p> <ul style="list-style-type: none"> • A purpose-built Core and Cluster refuge service with several single unit properties in the community • family violence case management services to women and children • sexual assault case management services to women and children • therapeutic services for victim survivors of both family violence and sexual assault • 24-hour family violence and sexual assault crisis service • partner of the Mallee Orange Door • outreach offices in Swan Hill • Swan Hill Orange Door access point • RAMP Coordination for the region • FSP Coordination for the region • PSI coordination for the region • Child Protection partnership program
Position Objectives	The Receptionist and Administration at Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services provides



POSITION DESCRIPTION

	<ul style="list-style-type: none"> • a sensitive telephone and reception service • accurate information to callers about services offered • where appropriate, referral information regarding other services available <p>The Receptionist and Administration position is a vital component within the Mallee Sexual Assault Unit Inc. Mallee Domestic Violence Services team and will ensure service delivery at reception is delivered in a professional, proficient and caring manner to service users, other professionals and staff of the service.</p>
Key responsibilities	<ul style="list-style-type: none"> • Provide reception and administration services to service users, other • professionals and staff of the service, including: • Answering incoming telephone calls and dealing with queries in an efficient and timely manner • Greeting clients at reception in a pleasant, professional, efficient and timely manner • Disseminating messages to staff in an efficient and timely manner • Undertake general clerical duties • Receive, sort and distribute mail / deliveries • Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook) • To be responsible and assist in the ongoing upkeep of infrastructure services within the site. This includes information technology. • Stationary / equipment orders • Ensure reception area is tidy and presentable • Attend Staff Meetings, Planning Meetings, and other meetings as required • Assist with arrangements with meetings, workshops and conferences, • Receive and distribute correspondence • Other duties as required.
Essential Skills	<ul style="list-style-type: none"> • High level of competency in Microsoft Office Products • Demonstrated ability to learn and adapt to new information technology systems • Substantial customer service experience • Advanced oral and written communication skills • Demonstrated ability to relate well to staff and clients • An ability to prioritise, plan and organise workload including general office and reception duties • Relevant experience that demonstrates the Core Competencies, Attributes and Capabilities.



POSITION DESCRIPTION

Attributes	<ul style="list-style-type: none"> • Dedication to the organisation’s Mission and Values. • Proven ability to establish trust, rapport and confidence with a range of stakeholders, including internal customers and external suppliers. • Highly motivated and passionate. • Team player. • Cultural awareness. • Willingness to upskill
Key Selection Criteria	<ul style="list-style-type: none"> • High level of written and verbal communication skills • A professional and friendly manner on the phone • Excellent customer service skills • Excellent knowledge of MS Office and outlook • Maturity to sensitively deal with distressed clients • Ability to maintain absolute confidentiality • Organisational skills • Attention to detail and accuracy is essential • Good level of computer skills • Work quietly and efficiently, either autonomously, or within a team • Commitment to social justice and social inclusion • Reliable and punctual

Why work with us?

Salary and conditions are in accordance with Health Professionals & Support Services Award. Salary packaging and Remote Housing incentive is offered with this position.

Monthly RDO accrual for full time employees based on their 40-hour working week.

Great orientation and training package

Ongoing training and development opportunities.

Conditions of Employment

All offers of employment are subject to a satisfactory Criminal Check, Working with Children’s Check NSW & Victoria, current driver’s license and Covid vaccination proof of evidence

All offers of employment with Mallee Sexual Assault Unit, Mallee Domestic Violence Services are subject to a six-month probationary period. All staff members will be asked to participate in an annual performance review.

Pre-Existing Injury disclosure prior to employment will be required for all existing medical, health and physical injuries/conditions.



POSITION DESCRIPTION

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____