



women's health west

POSITION DESCRIPTION

March 2010

Position:	Receptionist/Administration Worker – Full Time (38 hrs per week)
Employment Period:	Ongoing (dependent on continuity of funding)
Exemption:	VCAT Exemption No. A109/2009 (under Equal Opportunity Act 1995)
Reports to:	Office Coordinator
Responsibility:	This position is part of a team that is responsible for the friendly and efficient reception response on behalf of the organisation and provision of responsive and timely administration support.
Internal Relationships:	This person needs to work across the organisation and communicate effectively with all staff and participate in team meetings and WHW staff meetings as arranged.
External Relationships:	The person in this position will communicate primarily with service providers and clients who contact WHW.
Remuneration:	Salary based on qualifications and experience and conditions as per Health and Allied Services Award. Salary packaging option available as per Women's Health West Policy. An initial three month probationary period will apply as part of the employment offer and contractual agreement.
Located:	Women's Health West, 317-319 Barkly Street, Footscray 3011

KEY ROLE

The focus of the position is to:

- I. Provide responsive, prompt and appropriate contact and communication in the reception of clients and all other service users.
- II. Maintain effective internal communications systems.
- III. Maintain and improve resource management systems.
- IV. Maintain internal control of stock, domestic and administrative systems.
- V. Provide administration support to the organisation, including assistance with equipment and software 'trouble-shooting' as required.

KEY RESPONSIBILITIES

KPI 1	DESCRIPTION
<p>PROFESSIONAL SKILLS AND APPLICATION: Appropriate qualifications, experience, demonstrated knowledge and application of the skills required for this position</p>	<ul style="list-style-type: none"> • Respond to all telephone enquiries and referral information requests in a professional manner; • General upkeep of a safe and welcoming reception/resource area; • Receive clients and visitors in a welcoming and resourceful manner. • Maintenance of information resources used for referral services; • Recording and dissemination of incoming and outgoing correspondence. • Handle event and other registrations and associated record keeping; • Upkeep and reordering of stationery, administrative and housekeeping resources and materials; • Provide general word processing, clerical and administrative support to staff on request; • Provide ad hoc support with small in-house mail-outs as required; • Provide data entry support and registration of client data for SWITCH and other relevant data entry programs; • Upkeep of electronic vehicle, room bookings and resource loan systems and staff movements diary • Following up maintenance requests regarding identified problems

	<p>with office equipment as referred by Coordinator or Administrative Officer.</p> <ul style="list-style-type: none"> • Provide responsive assistance to staff in relation to software/hardware and peripheral computer problems and refer to Administrative Officer when necessary. • Maintain fleet cleaning rota (bi monthly).
KPI 2	DESCRIPTION
<p>COMMUNICATION WITH STAKEHOLDERS: Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of stakeholders</p>	<ul style="list-style-type: none"> • Act in a professional manner at all times when dealing with internal and external clients. • Positively promote the organisation both internally and externally. • Be prompt and provide courteous service to service users, colleagues and the broader community. • Maintain confidentiality on all issues relating to the Organisation, the service users and colleagues. • Treat all stakeholders with respect and equality, whilst being responsive to their needs. • Maintain a professional manner in all aspects of communication and be responsive to all enquiries.
KPI 3	DESCRIPTION
<p>TEAMWORK AND COMMUNICATION: Demonstrated ability to participate as an active member of Women's Health West, consistent with the philosophy and policies of the organisation.</p>	<ul style="list-style-type: none"> • Manage communication between permanent and relief Receptionists and the Family Violence service staff; • Assist in the orientation and induction of staff in reception duties; • Participate in designated housekeeping duties as a member of the Operations team; • Participate in team meetings and other internal meetings as required. • Assist in the development of protocols, policies and procedures. • Be aware of, and apply to practice the organisation's strategic vision, values and directions. • Work positively within a team to achieve team and organisational goals. • Work harmoniously with other team members to achieve service delivery excellence. • Contribute to the implementation of the organisational strategic plan. • Use and apply WHW policies, procedures and standards. • Co-operate with team members and others within WHW.
KPI 4	DESCRIPTION
<p>ADMINISTRATION AND DOCUMENTATION: Through the use of organisational procedures ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</p>	<ul style="list-style-type: none"> • Ensure that all documentation is accurate and completed in a professional and timely manner. • Respond to requests for reports and other written documents. • Assist in the upkeep of resource files and databases.
KPI 5	DESCRIPTION
<p>CONTINUOUS IMPROVEMENT: Commitment to ensuring quality services are delivered to stakeholders through continuous improvement activities</p>	<ul style="list-style-type: none"> • Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation (ie. Privacy Legislation etc) • Participate in and contribute to quality improvement programs and other facility activities to meet Service / Accreditation Standards as required. • Participate and contribute in occupational health and safety activities to ensure a safe work environment for service users, community, staff and visitors. • Performance of other duties as required provided such duties are within the range of the employee's skills, competency and training.

KPI 6	DESCRIPTION
PERSONAL AND PROFESSIONAL DEVELOPMENT: Demonstrated experience and understanding of the need for continuation of both personal and professional development.	<ul style="list-style-type: none"> Continually develop both personally and professionally to meet changing needs. Attend training sessions provided by the organisation and be actively involved in other training and development as required. Actively participate in the Performance Management process as required.
KPI 5	DESCRIPTION
CONTINUOUS IMPROVEMENT: Commitment to ensuring quality services are delivered to stakeholders through continuous improvement activities	<ul style="list-style-type: none"> Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation; Participate in and contribute to quality improvement programs and other facility activities to meet Service / Accreditation Standards; Participate and contribute in occupational health and safety activities to ensure a safe work environment for service users, community, staff and visitors; Performance of other duties as required provided such duties are within the range of the employee's skills, competency and training;
KPI 6	DESCRIPTION
PERSONAL AND PROFESSIONAL DEVELOPMENT: Demonstrated experience and understanding of the need for continuation of both personal and professional development.	<ul style="list-style-type: none"> Continually develop both personally and professionally to meet changing needs; Attend training sessions provided by the organisation and be actively involved in other training and development as required and negotiated with the Program Manager; Participate in the Performance Management process as required;

KEY PERFORMANCE INDICATORS

To completely perform in this position, the person should possess knowledge, skills and experience based upon six Key Performance Indicators (KPIs)

Regular performance monitoring will be against the K.P.I.'s.

KEY SELECTION CRITERIA

Essential

- Appropriate qualifications and/or experience in reception work and well developed skills in telephone answering, public relations and positive marketing of organisation;
- A welcoming manner and ability to remain calm in stressful situations;
- High level proficiency in word processing, including proficiency and experience in using Microsoft Office and related software;
- Advanced knowledge and experience in use of data base systems and internet software;
- Appreciation of women's health and domestic violence issues within a feminist framework;
- Ability to work with people from a diversity of cultures including experience in using interpreters;
- Well developed time management and organisational skills;
- Experience in developing and maintaining record keeping systems;
- Proficiency in written and spoken English;

Desirable

- Ability to speak a community language
- Experience in using referral and information systems
- Knowledge of the Western Metropolitan Region
- Experience as a receptionist in a similar crisis, health or community service
- The ability to use a range of other software programs including desktop publishing and PowerPoint.

PERFORMANCE MONITORING

Fixed Term Position

Appropriate arrangements for performance monitoring will be determined, based on the duration and scope of the position.

For Continuing Employment Position

An initial review of performance will be undertaken within three months of commencement, as per WHW's probation policy and then formally every twelve months using the six Key Performance Indicators (K.P.I.'s).

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed annually as part of performance management, when the position description becomes vacant or as deemed as necessary.

FURTHER INFORMATION

If you have specific queries about this position, please contact Women's Health West on 9689 9588.

Written applications with three referees to:

Joanna Harper
Office Coordinator – Operations and Personnel
Women's Health West
317-319 Barkly Street
Footscray 3011

Please nominate your most recent line manager as one referee.

Closing date for applications is: Friday 19 March, 2010