



Position Number: 0023D
Establishment Date: 1 July 2012
This Review: 03 December 2018

POSITION DESCRIPTION

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| TITLE (this position): | Receptionist and Administration Officer |
| PROGRAMME: | Administration |
| AWARD/AGREEMENT: | Social, Community, Home Care and Disability Services Industry Award 2010 (MA000100) |
| CLASSIFICATION: | Level 2 |
| FRACTION (FTE): | 1.0 (Full-time) |
| REPORTS TO (supervisor): | Manager Administration |
| REPORTING TO THIS POSITION: | Nil |

Association for Services to Torture and Trauma Survivors

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| VISION |
| ASeTTS' Vision is for a more peaceful and just world where human rights are recognised, violations of human rights are challenged, and torture and trauma survivors are supported. |
| MISSION |
| ASeTTS aspires to provide holistic services that assist refugee survivors of torture and trauma to rebuild their lives. |
| VALUES |
| <ul style="list-style-type: none"> • Client Focus • Inclusion • Respect • Accountability |

KEY OBJECTIVE OF ROLE

Under the supervision of the Manager Administration this position is responsible for maintaining all aspects of reception in a professional and culturally sensitive manner.

RESPONSIBILITIES OF ROLE

- Greet clients and visitors (in person and on the phone).
- Confirm client appointments.
- Liaise and provide administrative assistance to staff and consultants.
- Manage incoming and outgoing mail.
- Provide administrative services to the Psychiatric Consultant, organising appointments, retrieving relevant files and dealing with all Medicare bulk billing on behalf of clients.
- Prepare reports for invoicing.
- Ensure reception and kitchen areas are clean and tidy.
- Open and close building at the beginning and end of each business day.
- Database entry.
- Update staff contact lists and staff HR documents as required.
- Maintain taxi bookings and 24 hour smart rider spreadsheets.
- Maintain office mobile phone register.
- Maintain office supplies.
- Manage Community Centre Bookings and meeting with Community groups.
- Provide administrative support to service areas as required.
- Maintain filing and archiving system.
- Other Ad hoc administrative duties as required.

GENERAL:

A key objective of ASeTTS is to maintain a healthy and productive work environment to enhance service delivery and client outcomes. The responsibilities of this position include:

- Working under ASeTTS' values of client focus, inclusion, respect, and accountability.
- Present ASeTTS as a professional and ethical organisation.
- Contribute to the strategic and operational planning of the agency.
- Participate in supervision, meetings, training and events.
- Contribute to organisational results.
- Being an ambassador for ASeTTS at all times.

SELECTION CRITERIA:**ESSENTIAL:**

- Demonstrated knowledge, skills and experience in a similar role.
- Strong organisational skills.
- Sound communication and interpersonal skills.
- Intermediate to advanced MS Office skills (Word, Excel & Outlook).
- Ability to work in a multicultural setting.
- Current valid driver's licence and access to a motor vehicle.
- Current National Police Clearance.
- Australian Citizenship, Residency Status or Visa allowing unrestricted work rights.

DESIRABLE:

- Cross cultural competencies.
- Ability to speak a second language.
- Not-for-profit experience.

CONDITIONS

- Full time (1.0 FTE), 38 hours per week. Office hours: 8.45am to 5.00pm Monday, Tuesday, Thursday and Friday and 8.45am to 7.00pm every second Wednesday.
- Level 2 - Social, Community, Home Care and Disability Services Industry Award 2010 (MA000100).
- Position is located at 286 Beaufort Street, Perth, however, you may be required to work from ASeTTS' other metropolitan office
- Position is subject to a three month probationary period.
- 9.5% employer superannuation contribution.
- 17.5% Annual Leave Loading.
- Salary packaging (PBI status).
- Healthy Lifestyle Program.

CERTIFICATION

The information contained herein is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the position. While this is intended to be an accurate reflection of the current role, management reserves the right to revise the role or to require that other or different tasks be performed as assigned.

General Manager

Date

I have read and understand the statement of duties, responsibilities and other requirements as detailed in this document.

Incumbent (Receptionist and
Administration Officer)

Date