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**NUNKUWARRIN YUNTI OF SOUTH AUSTRALIA INC**

182 – 190 Wakefield St, ADELAIDE, SA 5000

**JOB & PERSON DESCRIPTION**

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| **POSITION TITLE:** | **CLASSIFICATION LEVEL:**  |
| Receptionist / Administration Officer | NY Enterprise Agreement 2017 CS Level 3  |
| **PROGRAM:**  | **SECTION:** |
| Social and Emotional Wellbeing (SEWB) | Paanthi |
| **TENURE/STATUS:**  | **LOCATION (if other than Wakefield Street Adelaide):** |
| On-going (subject to funding) | Christies Beach |
| **POSITION REPORTS TO:** | **WORKS CLOSELY WITH:**  |
| Team Manager, Mental Health Recovery | Middle Manager and Staff, SEWB/Paanthi, clients of NY |

1. **PURPOSE STATEMENT**

Nunkuwarrin Yunti aims to promote and deliver improvement in the health and wellbeing of all Aboriginal and Torres Strait Islander people in the greater metropolitan area of Adelaide and to advance their social, cultural and economic status*.* The Organisation places a strong focus on a client centred approach to the delivery of services and a collaborative working culture to achieve the best possible outcomes for our clients.

The Paanthi team provides mental health support services through counsellors, mental health clinicians and social workers which assist people to deal with a wide range of issues including grief & loss, depression, trauma, family and/or relationship matters, and any other issues which impact on social and emotional wellbeing.

The primary role of the Receptionist/Administration Officer is to:

* Provide a high quality, professional reception & switchboard services as the first point of contact for clients, their families and visitors to Nunkuwarrin Yunti’s Christies Beach site.
* Undertake associated administrative support work for SEWB programs such as recording team minutes, managing correspondence, and records management duties.
* Extensive contacts required with employees of Nunkuwarrin Yunti, visiting medical and professional experts and members of the public.
* Undertake MBS billing and other related finance tasks.
* ***Responsible for unlocking front doors in the morning by 9:00am and closing at 5:00pm* Monday to Friday unless otherwise negotiated with the Team Manager.**
1. **KEY RESPONSIBILITIES/DUTIES**

*Identify the significant services of work, which are the key outputs of the position*

| **KEY RESPONSIBILITIES**(Outputs of the job) | **PERFORMANCE MEASURES**(Measures the outcome of the following activities by quantity, quality, or timelines) |
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| **Main Reception Area Duties**:Present a positive, welcoming and courteous client focussed reception service to all clients attending Nunkuwarrin Yunti either in person or by phone. | * + - Provide professional face to face reception and switchboard services as first point of contact to the Organisation, while maintaining security by asking visitors to register (in & out) of the building, handling out visitor tags
		- Delivery a quality, efficient reception service to clients and callers in professional and courteous manner ensuring clients are attended to in a timely manner, using effective listening and decision-making skills while handling distressed or difficult clients
		- Demonstrate proficient use of multi-line switchboard, courteously responding to all callers and taking action to refer on to the appropriate person, advising callers as appropriate when a requested staff member is absent from the building and re-direct calls as necessary or ensure accurate messages are recorded and forwarded
		- Maintain reception area in a clean, tidy state, including wiping down counters, doors & windows as necessary
		- Ensure the Main Reception area is tidy at the end of each day and any confidential materials are securely stored
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| **Provide Health Reception Services**Provide administrative support services to the site and team | * Creating and maintaining centralised patient files, ensuring up to date records and referrals
* Maintaining client health data for statistical purposes
* Scanning of medical and other documents
* Liaise with drivers and other transport options to ensure daily client pick up and returns are organised
* Receiving patients and arranging consultation arrangements
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| **Clerical and Administrative** Undertake general administrative duties | * Contribute to the maintenance and updating of the Internal Staff Telephone Directory, including Intranet Staff Directory
* Management of mail including detail recording outgoing main and delivery to post box, external couriers as requested
* Management of records as required, using the relevant organisational program and systems
* Check, sign and receipt of deliveries and advise the appropriate staff of the item/documents
* Maintain and coordination of internal room bookings
* Unlock front door at 9.00am and check to lock up office daily at 5.00pm unless otherwise negotiated with Team Manager
* Activate the night switch on the phone and organise receipt of daily messages handling as required
* Maintain and replenishment of stocks for publicity and service brochures and resources. Email request to Resource Centre Officer as required.
* Undertake financial tasks such as MBS billing and maintain any associated records
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| **Team & Organisational Activities*** Maintain positive working relationships with other team members and staff of other Programs
* Works as a member of multidisciplinary team with commitment to shared ideas and common goals
* Participate in working groups and activities
 | * Contribute to and support positive team morale by actively and regularly participate in team planning activities and meetings
* Actively developing and maintaining effective internal and external networks in a professional manner
* Contribute to the development and implementation of Program policies and procedures
* Working collaboratively with and supporting other Nunkuwarrin Yunti colleagues and teams where required
* Contributing to strategic planning activities of the program
* Participating in internal working groups, committees and organisational activities where requested and/or willingly volunteering to contribute to organisational activities
* Promoting and present a positive image of Nunkuwarrin Yunti to other staff, clients and the community in general.
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| **Professional Development** | * Participate in training for professional development and self-care
* Undertake regular performance development reviews
* Actively participate in workplace practice supervision meetings and other program team meetings as required
* Participating in regular performance development reviews
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1. **SELECTION CRITERIA**

**ESSENTIAL –** includes qualifications, skills, experience and knowledge

* A minimum of a Certificate 3 in Office Administration, Administration, Business or related field;
* Professional dress code and present a positive, courteous, welcoming and professional image with well-developed interpersonal and communication skills, including written and verbal;
* Previous experience using a multi-line switchboard working on reception and dealing with members of the public;
* Liaise effectively with clients and visitors from varied cultural backgrounds while using tact and discretion while maintaining confidentiality and awareness of the need to respect others;
* Demonstrated capacity to handle difficult and/or distressed callers diplomatically;
* Demonstrated ability to work with Aboriginal and Torres Strait Islander organisations and communities;
* Experience using MS Office Suite packages;
* Willingness to work as part of a team and contribute in a positive manner to the work of the Corporate Support Services and Health Services Units and the broader objectives of Nunkuwarrin Yunti.

**DESIRABLE**

* Completion of an Office Administration qualification.
* Current South Australian Driver’s Licence and a willingness to drive.
* Experience working within the clinical field and dealing with client files and confidential information.
* Ability to support and train less experienced staff including trainees or work experience students as required.
* Previous experience of processing MBS claims.
1. **APPOINTMENT CONDITIONS**

**Special Conditions and Status**

* Full time position (subject to funding availability)
* Some out of hours work may be required
* Appointment is subject to a satisfactory National Police Clearance Certificate
* Subject to 6 months satisfactory probationary period unless the appointee is a current employee of Nunkuwarrin Yunti and has completed the required probationary period to being appointed to this position
* Salary sacrifice, superannuation, employer contribution
* Current South Australian full Driver’s Licence and willing to drive in the course of work activities
* Conditions of employment are in accordance with the terms and conditions stated in the relevant Enterprise Agreement
1. **PERFORMANCE/SKILL STANDARDS**

Performance will be measured and assessed against objectives set out during the performance agreement and in alignment with the job and person specifications for the role.

1. **WORK HEALTH AND SAFETY**

Follow defined work health and safety legislation, and Nunkuwarrin Yunti’s policies and procedures related to the work being undertaken in order to ensure own safety and of others in the workplace.

Take such action as is within your competence and responsibility to report or make recommendations to a higher level representative as you deem necessary, to avoid, eliminate or minimise hazards of which you are aware in regard to working conditions or practices.

Keep work areas in a safe condition and report any near accident, accident or injury, which arises in the course of your work.

1. **EQUAL EMPLOYMENT OPPORTUNITY**

**Responsibility Statement**

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Recognise that confidentiality will be abided by at all times in line with Organisational policy and respect the cultural sensitivity of all clients/customers of Nunkuwarrin Yunti of South Australia Inc.

Abide by the policies and procedures of Nunkuwarrin Yunti of South Australia Inc.

1. **CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

**Employee Statement**:

As occupant of this position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

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Name Signature Date

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**Job and Person Description Approval**

**Date approved: / /**

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| **MIDDLE MANAGER****Name:****Signature:**  | **CHIEF EXECUTIVE OFFICER****Name:****Signature:** |