



POSITION DESCRIPTION

Title	Receptionist/Admin
Program/Department	Rice Education & Youth Services
Position Number	1.02
Award	Health & Allied Services
Classification	Administrative / Clerical Services 4
Term	Part time – 12 Month contract
Position reports to	Administration Coordinator

1. CONTEXT

MacKillop Family Services was formed in 1997 with the refounding of seven Victorian child welfare agencies of the Sisters of Mercy, Christian Brothers and Sisters of St Joseph.

We are one of the largest providers of specialist support services to vulnerable and disadvantaged children, young people and their families through five core areas of service:

- Supporting Families experiencing disadvantage and crisis;
- Supporting Families raising a child with a disability;
- Education and training services for children and young people;
- Services for children and young people who are not able to live at home; and
- Services for the former residents of our founding agencies.

Our services are clustered in eleven Programs which are in turn grouped into three Divisions. The three Divisions are Barwon Services, Community Programs and Alternate Care. Some 380 staff and 400 volunteers are involved each fortnight in our services across Melbourne and Geelong.

2. DESCRIPTION OF PROGRAM / DEPARTMENT

The Rice Education & Youth Services is part of the Metro Community Program Care Division, which also includes the Family & Community Services, Heritage & Information Services and MacKillop Disability Services (Metro) Programs.

Rice Education and Youth Services is a specialist and intensive state-wide program providing education, residential care and case management for young people at significant risk.

3. KEY FUNCTION

The Receptionist is responsible for the secretarial, administration and reception functions for Rice Education & Youth Services based at Maidstone.

4. POSITION OBJECTIVES

The following objectives relate to the position of Receptionist:

- 4.1 To provide an efficient, courteous and friendly service.
- 4.2 To provide effective secretarial, word processing and administrative services.
- 4.3 To assist the Administration Officer and provide efficient administrative support.

5. RESPONSIBILITIES

5.1 *Reception*

The Receptionist shall:

- Operate telephone system, receiving calls efficiently and courteously.
- Report any system malfunctions to the supplier.
- Handle counter enquires and take messages.
- Check the telephone for messages left after hours and relay messages to appropriate staff.
- Prepare daily mail for posting.

5.2 *Secretarial*

The Receptionist shall:

- Provide general word processing and spreadsheet input from both hard copy and dictaphone material, to include production of letters, memoranda and reports, etc.
- Arrange faxing of documents as required.
- Photocopy documents as required.
- Arrange maintenance of equipment and provision of office supplies.

5.3 *Administration*

The Receptionist shall:

- Provide general administration support as required.
- Manage office filing system.
- Liaise with Regional and Central Office administration staff as necessary.
- Manage employment inquiries including applications processing, arranging interviews and letters as provided.

5.4 *Finance*

The Receptionist shall:

- Coordinate Petty Cash.
- Assist in preparation of unit's Imprest Accounts and forward to Central Office.
- Prepare payments through the Imprest Account.
- Coordinate the receipt of all time sheets and ensure that they are completed and received at Central Office in accordance with pre-determined guidelines.

- Banking.
- Issue general receipts.
- Prepare Stationery Reconciliations.

5.5 *Other*

The Receptionist shall:

- Assist Administration Officer as required.
- Provide relief for other members of the organisation administrative team.
- Actively participate as member of a multi-skilled team.
- Attend relevant Team Meetings as required.
- Undertake other duties as required.

6. KEY SELECTION CRITERIA

The successful applicant will have:

- High level word processing skills and sound spread sheet and data base skills.
- Experience in reception work and in the use of multi-line telephone systems.
- Well developed interpersonal and communication skills.
- Operational knowledge of office equipment.
- General administrative experience.
- A willingness to contribute in a collaborative and team context.
- Support for the mission and ethos of MacKillop Family Services.
- A current Victorian Driver's Licence.
- Must be prepared to undergo a Working with Children Check.

7. PROFESSIONAL DEVELOPMENT

The Successful candidate will be required to complete mandatory training as set out in the MFS Training Calendar. For example:

- Emergency Fire Safety Training
- Staff Induction/Orientation
- Privacy
- Managing the Prevention of Discrimination, Harassment & Bullying
- First Aid Level 2/OH&S
- Managing the Potentially Violent Client
- Evasive Self Defence
- Crisis Intervention

Authorised By General Manager:	
Date:	19/06/09