



POSITION DESCRIPTION

Ipswich Receptionist/Administration Assistant

Position Details

Position:	Ipswich Receptionist/ Administration Assistant Full-time position with probationary period.
Classification:	SCHADS 2.1 Social, Community, Home Care and Disability Services Industry Award 2010 and the DVAC Certified Agreement 2017

Organisation Information

Vision

Reduce the prevalence and impact of gender-based violence in our communities.

Purpose

DVAC works with individuals and communities to eliminate, prevent and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services
- Challenging social norms and structures that enable people to use violence/enable the use of violence
- Building awareness and capacity within the community
- Encouraging egalitarian relationships.

The Organisation

You will find detailed information about the organisation on our website www.dvac.org.au

Equal Employment Opportunities

DVAC values diversity in our workforce, and as such encourages applications from individuals from all cultural backgrounds.

Position Summary

The Ipswich Receptionist/Administration Assistant works as part of the Business Services Team providing services to people experiencing domestic, family and sexual violence in the Ipswich area. The primary role of the Receptionist/ Administration Assistant is to be the welcoming first point of contact, both face to face and in person, for people seeking support and information. This role involves working closely with the Leadership team to support the effective and efficient operation of all aspects of the administration of the organisation.

Key Responsibilities and Outcomes

- Responsible for the front desk of DVAC including welcoming clients and visitors and managing telephone and email communication
- Oversight of meeting room management and vehicle use through Outlook
- Ensure Reception area and client meeting rooms are kept clean and welcoming

- Provide administrative support to the Leadership Team as required
- Collation and distribution of meeting documents as required, data entry, processing correspondence, filing and photocopying
- Contribute to the management of staff resources, amenities, stationery, equipment, procurement and distribution
- Provide administrative support for the programs to ensure administrative systems are maintained, ensuring accurate brokerage expenditure and records
- Assist the Finance Officer in a range of duties including maintenance of the emergency relief and petty cash floats
- Contribute to the management of DVAC property.

Accountability

The Ipswich Receptionist/ Administration Assistant works within the philosophy, objectives and policies of the organisation including:

- Working within a feminist framework
- Working as a member of the staff team
- Utilising consultative and collaborative processes.

The Ipswich Receptionist/Administration Assistant reports to the Business Services Team Leader and operates with a degree of autonomy. Accountability is also required to the broader staff service users and stakeholders, CEO and the Board as well as the employing body. The Ipswich Receptionist/ Administration Assistant complies with the established processes for ensuring the transparency of all decisions and actions taken in the course of the work.

Requirements

- Previous experience in Administration/Reception (desirable)
- Demonstrated commitment and ability to provide a high standard of customer service, including ability to receive and respond to internal and external enquiries efficiently, accurately and professionally
- Demonstrated ability to obtain and apply knowledge of service areas for the purposes of acting as the first point of contact for internal and external clients
- Well-developed computer skills, including in the use of Microsoft Office suite, databases and records management computer systems
- Well-developed written, oral and interpersonal communication skills, including dealing with sensitive and confidential matters
- Ability to exercise initiative and a commitment to the continuous improvement of systems and processes
- Organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands
- Understanding of, or ability to rapidly acquire, an understanding of trauma and disadvantage and their impacts on clients, as relevant to the role
- Current driver's licence, Blue Card & Covid Vaccination (or medical exemption)
- Committed to the National Standards for Child Safe Organisation
- All DVAC staff are required to complete a National Police Check upon successful offer of position
- Refer to the Level 2 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Personal Attributes

- Passion for working in a values led organisation and working collaboratively in a rapidly changing, intensive, crisis driven environment
- Ability to remain calm and respond in a caring and professional manner to people in varying states of distress
- Commitment to the privacy and confidentiality of all stakeholders
- Effective decision making, professional judgment and ethical behaviour
- Ability to engage in honest, transparent, reflective, and accountable undertakings
- Agility and flexibility.