



Receptionist

POSITION DETAILS

Position Number:	DCYSI
Award:	<i>Social, Community Services, Home Care & Disability Services Industry Award 2010</i>
Classification Range:	Social & Community Services Employee Level 2 (Paid under the Community Services & Crisis Assistance Award 2008 Qld)
Position Pay-point:	Social & Community Services Employee Level 2.1 (Paid under the Community Services & Crisis Assistance Award 2008 Qld)
Reports to:	Chief Executive Officer
Position Level:	Receptionist
Business Stream:	General Administration Department
Business Unit:	General Administration Department
Work Centre:	Corporate Office
Cost Centre:	GAD
Date of Last PD Review:	26th July, 2016
Date of Next PD Review:	26th July, 2017
Position Type:	Full Time
Performance Standard:	DCYSI Performance Standards V2
Base Hours (Fortnight):	76
Shift-worker (Yes/No):	No
Desirable Qualifications:	Certificate IV or Diploma level qualification and/or commensurate prior learning and experience
Additional Accreditations:	Suitability Notice to work with Children and Young People Open Australian Driver Licence

ORGANISATION VALUES

Darumbal Community Youth Service Inc. (DCYSI), identified 9 core values within our Strategic Plan 2014-2017 and these are:

- Cultural Pride
- Respect
- Leadership
- Inspire & Empower
- Community
- Deliver
- Commitment
- Creativity & Innovation
- Safety

Our organisational culture stems from the actions, attitudes and behaviours of individual employees and volunteers as they work within this core set of values.

These are the foundations that underpin and sustain the current work of our organisation:

- Strength: We use our unique strengths and potential;
- Leadership: We will lead by example;
- Trustworthy: We are responsible;
- Collaborative: We actively involve all relevant stakeholders.

PURPOSE OF POSITION

The primary purpose of the position is to contribute to the efficient and effective operation and environment of the Corporate Office by providing a high level of reception support. The incumbent will be required to ensure that the duties that are prescribed within this position description are completed in a timely and acceptable standard as determined by the Chief Executive Officer.

DESIRABLE SKILLS AND ATTRIBUTES

Our organisational capability and capacity requires each employee to possess:

- Interpersonal skills (including a positive and caring disposition);
- Sound communication skills particularly oral and literacy skills;
- A demonstrated commitment to planning and organisation;
- High-level skills in time and resource management;
- A customer service orientation;
- Conflict resolution skills;
- Financial literacy skills;
- A team orientation;
- Computer literacy;
- Empathy; Analytical skills;
- Ability to work within a culturally and linguistically diverse environment

KEY SELECTION CRITERIA

The following **Key Selection Criteria** apply to this position and should be addressed in your application. DCYSI requires no more than two paragraphs per criteria in your responses:

KSC No.	Criteria
1	Demonstrated high level of organisational and time management skills to provide efficient administration support
2	Demonstrated strong written and verbal communication skills
3	Ability to carry out reception duties with limited supervision and cooperatively participate as a team member when required.

KEY REQUIRED COMPETENCIES

The following Key Required Competencies apply to this position and either must be possessed or the capability and willingness to acquire them must be demonstrated:

KRC No.	Criteria
1	Ability to communicate effectively with Aboriginal and Torres Strait Islander people, and understanding of social justice issues which affect Indigenous peoples
2	Demonstrated ability to reflect on and improve own professional practice
3	Demonstrated ability to maintain quality service delivery

MAJOR RESPONSIBILITIES & DUTIES

Undertake general administrative duties including;

- Managing phone systems, calls and messages;
- General word processing;
- Filing, copying and faxing;
- Collation and distribution of minutes, reports and other documents as required by CEO;
- Managing incoming and outgoing mail and emails;
- Ordering equipment, materials and office supplies;
- Prepare and distribute minutes of staff meetings and other meetings as required;
- Maintain stationary inventory and general administrative filing systems;
- Assist with the maintenance of the asset register and equipment usage process.

Providing reception support to the Corporate Office including;

- Act as the main point of contact for visitors and callers;
- Provide administration support to CEO;
- Undertake and assist in the recording and processing of purchase orders, invoices, receipts and payments as instructed;
- Assist in basic financial tasks including bank deposits and record keeping as directed;
- Co-ordinate and arrange servicing, maintenance checks and cleaning on DCYSI Vehicles;
- Assist in the promotion of the organisation, including website, social media and emailing in consultation with the CEO;
- Review and make necessary recommendations to policies and procedures when applicable.

Participating and positively contributing to the team structure

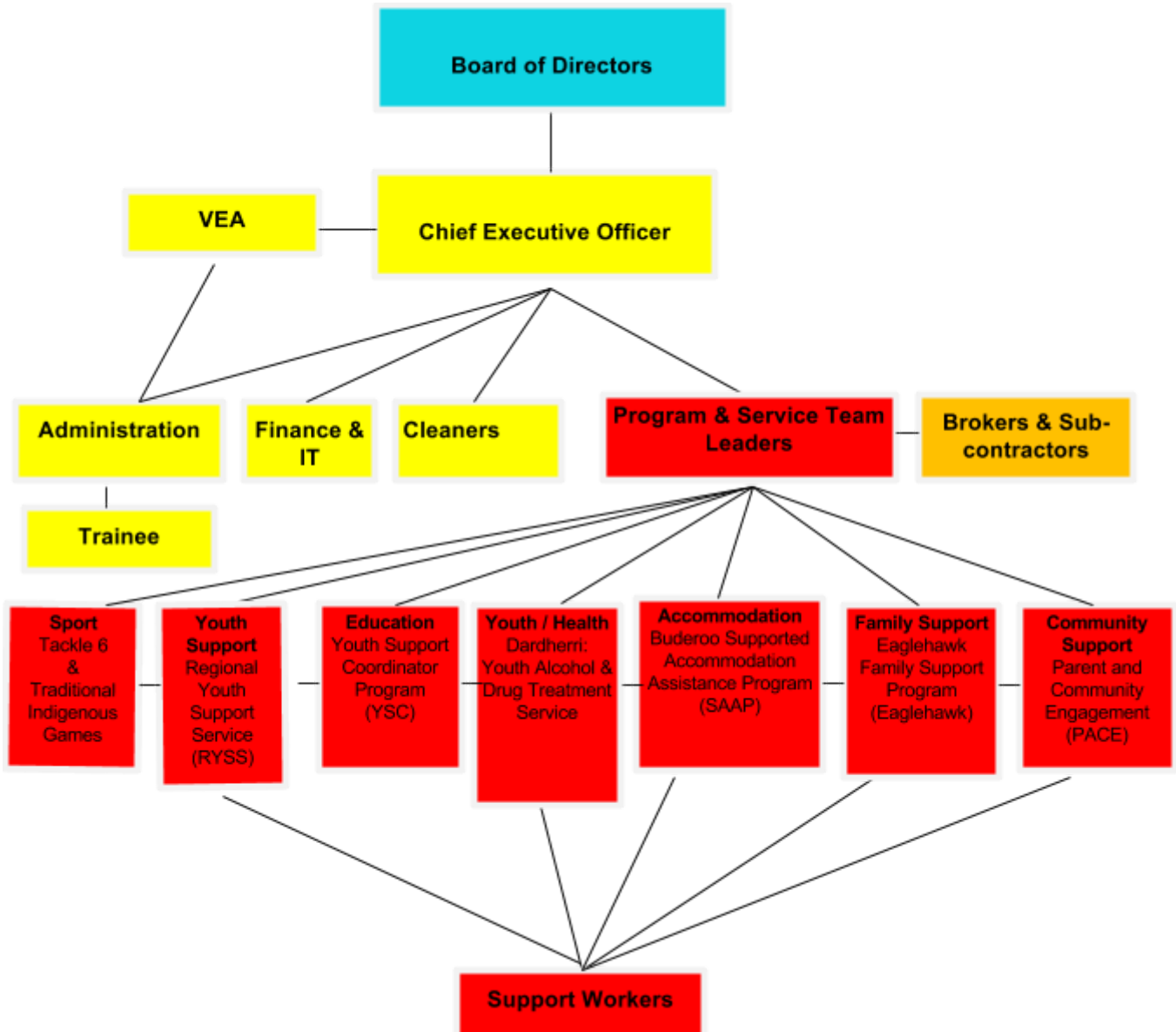
- Attend and participate in all team and staff meetings and professional development opportunities;
- Uphold team decisions;
- Use appropriate forums and/or processes to discuss issues pertaining to the workplace;
- Utilise team peers to ensure best practice in service provision; and
- Facilitate and support strong interagency collaboration and communication.

Contribute to the work of DCYSI

- Work within the policies and procedures of DCYSI;
- Promote a positive profile of the organisation; and
- Uphold the sentiments within the DCYSI mission statement;
- All other relevant duties as required by supervisor or CEO.

ORGANISATIONAL REPORTING

The following diagram shows the reporting structure for Darumbal Community Youth Service Inc.



GENERAL INFORMATION

Darumbal Community Youth Service Inc (DCYSI) undertakes particular day to day operations in order to achieve the goals and objectives, as set out in its Strategic Plan. These objectives will be achieved through the use of various documents, of which this **Position Description** is only one. Other important documents are the organisation's **Strategic Plan**, **Operational Plan**, various **Service Agreements** and the **Code of Conduct**.

The **Strategic Plan** outlines the longer term vision for the organisation and its many and varied programs and services and how these contribute to directing the organisation.

The **Operational Plan** outlines the purpose of the organisation's many and varied programs and services and how these contribute to the organisation meeting client and community aspirations.

The **Code of Conduct** effectively forms part of the general conditions of employment for all employees. As an employee of DCYSI, the incumbent is required to act with honesty, integrity and diligence, as well as exercising a high degree of care when carrying out the tasks, detailed in this job description.

The organisation's **Competence Profile** and **Performance Standards** complement core aspects of the position requirements, as detailed in this document.

While not detailed in this document, work that is incidental or peripheral to the position will be carried out by the incumbent to assist the successful achievement of DCYSI's Strategic objectives.

While not forming part of this document, it is expected that short term and specific goals will be agreed between the incumbent and the CEO through processes, related to organisational **Performance, Planning and Review**.

ZERO HARM:

The organisation maintains a Zero Harm approach to Workplace Health and Safety and it is a performance standard for each employee, against which they will be measured and for which they will be held responsible and accountable.

In accordance with the Queensland Workers Compensation Legislation, DCYSI reserves the right to request information regarding any previous injuries that may prevent you from undertaking the duties of this position, as outlined in this document.

PERSONAL PROTECTIVE EQUIPMENT

The Personal Protective Equipment requirements of each position vary and will be determined by Policy and communicated from time to time by way of work instructions.

HOW TO APPLY FOR THIS POSITION

To apply for the position, you are requested to submit a Cover Letter and Resume with your application, outlining your experience and providing evidence of how you meet position requirements. You are also required to address the **Key Selection Criteria** and the **Key Required Competencies**.

Applications must be received no later than 5.00pm on the 3rd August 2016. Applications will not be accepted after 5.00pm on the day of closing.

If you have exhausted all reasonable efforts to apply or, if you are unable to do so due to geographical reasons, please contact The Recruitment Officer, as per below to find out how you can apply for a vacant position with DCYSI.

CONTACT DETAILS

The Recruitment Officer

Darumbal Community Youth Service Inc.

79b Bolsover St, Rockhampton Qld 4700

Telephone: 07 4922 6180

P.O. Box 266

Rockhampton Qld 4700

Website: www.darumbal.org.au

Fax: 0749 228 147