



POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: 1102-R

Date reviewed/created: May 2022

POSITION TITLE: Rural & Regional Reception Administrative Officer (Coffs Harbour)

TEAM: Rural and Regional

LOCATION: Coffs Harbour

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019".

CLASSIFICATION: Administrative Officer Level 2.

A generous salary packaging scheme is also offered.

PERIOD OF APPRAISAL: Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

Background to the Program Area of the position

STARTTS administration team provides efficient and effective administrative support to the whole organisation within STARTTS sites.

Reception staff also assist in the general administration and support of the office environment.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to:

- 1.1. Rural and Regional Team Leader (daily duties, office requirements, leave applications, performance management), and to
- 1.2. Administration Support Team Leader (Agency wide processes and procedures, overall strategies)

2. Responsible for: Nil

SELECTION CRITERIA:

Essential Criteria:

1. Demonstrated effective verbal and written communication and interpersonal skills.
2. Proven listening and questioning skills applied to a multicultural background customer service environment.
3. Demonstrated Microsoft Office skills with experience in MS Word, MS Outlook, and MS Excel.
4. Proven experience on a busy Reception in a multicultural environment, managing conflicting priorities.
5. Demonstrated experience in general administration support tasks including ability to plan, prioritise and organise work activities to achieve work outcomes.
6. Demonstrated attention to detail with a high level of accuracy when undertaking data-entry tasks.
7. Ability to work effectively as part of a multidisciplinary and multicultural team with minimal supervision.
8. Ability to be flexible and adaptable to changing priorities.
9. Unrestricted NSW Driver's licence (P2 acceptable).

*This position is not considered child-related employment and will require a National Police Check.

*In line with the Public Health Order, all STARTTS workers are considered Health Workers and are required to be vaccinated against COVID-19. In order to be eligible for consideration for employment with STARTTS, all recruits must provide evidence of vaccination against COVID-19, or alternatively provide a Medical Contraindication in the approved form which complies with the requirements of the Public Health Order, prior to appointment. Should you not be able to comply before your commencement date, the offer of employment may be withdrawn.

BRIEF DESCRIPTION OF ROLE

The Reception Administrative Officer is the face of STARTTS, greeting our clients and stakeholders as they visit our sites.

It provides an efficient and effective administration service.

Key challenges for this role are prioritising and organising completion of workload in a busy and demanding environment.

PRIMARY OBJECTIVES:

1. To provide friendly, efficient and consistent, high quality customer service as a person of first contact including telephone, email and face-to-face contact with clients and visitors.
2. To provide clerical and typing support within the organisation contributing to the provision of high standard administrative services at STARTTS.
3. To establish and contribute to strong positive working relationships with staff at all levels of the organisation to achieve outcomes.
4. To ensure all data entry is captured accurately and in a timely manner in information systems.

PRIMARY DUTIES:

1. Reception Duties

- 1.1. Open up the Centre at 8.30am sharp.
- 1.2. Answer telephones queries and direct inquiries as appropriate.

- 1.3. Promptly and pleasantly acknowledge, welcome and attend to anyone presenting to reception.
- 1.4. Obtain client, visitor information as necessary and complete related paperwork if relevant.
- 1.5. Direct clients, visitors and staff to appropriate areas ensuring only those clients, visitors and staff have access to the premises.
- 1.6. Operate photocopier, scanner and fax and maintain paper levels as required as well as assist and train others in the use of the office machinery.
- 1.7. Maintain general housekeeping duties.
- 1.8. Assist in sorting, opening, registering and distributing of incoming and outgoing mail promptly.
- 1.9. Be fully aware of the fire, disaster and other emergency procedures.
- 1.10. Be fully aware and report any aggression/security risks to direct manager at all times.

2. Administration Duties

- 2.1. Liaise with Interpreter services, psychiatrist, sessional staff and affiliates regarding client bookings.
- 2.2. Maintain STARTTS generic email daily.
- 2.3. Take, type and distribute minutes for relevant Meetings as directed.
- 2.4. Prepare Travel Application for staff visiting clients in other R&R areas.
- 2.5. Liaise with and support Administration Support Team Leader as required.
- 2.6. Contribute to the efficient administration and up-keep of the service including training new reception staff in administrative duties.
- 2.7. Maintain amenities within the office ensuring stock is up to date, and any cleaning or maintenance issues are reported.
- 2.8. Provide assistance to the executive secretary as required.
- 2.9. Provide administrative support to other areas of STARTTS as required.

3. Data Entry

- 3.1. Timely electronic transcription of data which needs to be analysed with a high degree of accuracy.
- 3.2. Management of files in transit.
- 3.3. Liaise with relevant staff regarding submission of files.

4. Personal

- 4.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan.
- 4.2. Be an active participant in team meetings to maximise contribution to the work of the team
- 4.3. Participate in STARTTS staff meetings, team meetings and other relevant meetings
- 4.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 4.5. Participate in identifying quality improvement initiatives/strategies.
- 4.6. Attend and participate in all training opportunities identified for the role.
- 4.7. Liaise with and seek senior advice as required.

5. As a STARTTS employee you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.

- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
- STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Work Health & Safety responsibilities:

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

Risk management responsibilities: All staff have a responsibility to identify any risks (i.e. the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Rural & Regional Reception Administrative Officer (Coffs Harbour)** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name: _____
Please print

Employee Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

Next position description review due: May 2024