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## Volunteer Receptionist Position Description

**Position Title: Volunteer Receptionist – Dandenong Site**

**Team:**Community Wellbeing

**Hours:** 1 day pw, 2 x ½ days may be considered

**Reporting to:** Community Wellbeing Supervisor

**Position Supervises: N/A**

**Location:** 186 Foster Street East, Dandenong

**Position Purpose:** Provide excellent customer service and be the first point of contact (face to face and on the telephone). Provide a welcoming and efficient gateway experience for people and stakeholders who are accessing or visiting South East Community Links (SECL) and other organisations co-located at the site.

#### Organisational Background:

South East Community Links (SECL) was formed on 1st October 2015 as a result of a merge between Springvale Community Aid & Advice Bureau (SCAAB), Dandenong Community Advisory Bureau (DCAB). In December 2015 Southern Ethnic Advocacy and Advisory Council (SEAAC) joined SECL. SECL is the culmination of five decades of history and commitment, working across the south east of Melbourne to achieve better social and economic outcomes for people in our community. SECL currently operates out of three sites, Dandenong, Springvale and Noble Park with some paid staff out posted across the south east region.

South East Community Links operates in one of Melbourne’s highest multicultural areas. A core aim of our

organisation is to promote cultural diversity and inclusion. This includes working to reduce narrow

stereotypes and discrimination as well as working to promote and advocate for equality and opportunities

for all.

SECL delivers a wide range of services to meet the needs of people in our community including emergency relief, case work, housing support, youth and family services, financial counselling and resettlement services for refugees and asylum seekers.

Our service model will ensure people in our community are provided integrated services, linking services to

peoples’ needs. As disadvantage has many root causes, only an integrated understanding of these causes can support people to achieve their social and economic goals. In turn these achievements contribute to

economic and social development in our community.

#### Vision:

Every person counts, every system fair.

**Mission:**

Achieving better social and economic outcomes for people in our community

**Values:**

Social and Economic Inclusion, Equality, Compassion, Dignity and Choice

**Position Objectives:**

* Provide effective and efficient reception services (face to face and on the telephone)
* Work well in a team based environment
* Provide effective and efficient administrative support
* Foster relationships between staff, programs, services, clients etc.,
* Maintain confidentiality and show discretion

**Key Stakeholders and Working Relationships**

**Internal:**

* SECL clients and people visiting co-located services
* SECL Paid staff, other volunteers, students on placement and co-located staff

**External:**

* Other agencies that refer clients to us or that we refer clients to.

**Responsibilities:**

**Face to Face**

* Welcome clients
* Assist clients to complete SECL Registration Form
* Assess client needs, fill in contact sheet & direct client to appropriate worker
* General client assistance

**On the telephone**

* Operate business telephone system
* Receive enquiries and direct them to appropriate worker
* Message taking and relaying accurately
* Outgoing call (make appointments, referrals, extend invitations, etc.,)

**Other Duties**

* Sort and distribute mail or redirect mail
* Prepare outgoing mail
* Replenish documentation
* General house keeping
* Manage own time and resources to get the job done and seek guidance when necessary
* When unsure of an issue ask for assistance
* Accurate and complete Data entry

**Mandatory:**

**Training /Meetings**:

* Attends SECL Induction programs as directed
* Attend at least 2 staff meetings & 2 training sessions per calendar year

**Quality:**

Participate in SECL ongoing continuous quality improvement, including adherence to SECL Policies and Procedures. Ask questions when unsure or to gain greater understanding.

**OH&S:**

Occupational Health and Safety (OH&S) legislation, regulations, policies, procedures and guidelines must be followed at all times. Potential risks and hazards should be reported immediately to an OH&S representative or management.

**Risk Management:**

It is the responsibility of all workers to manage risk as it arises in their area(s) of responsibility and to comply with the organisation’s Risk Management policy and guidelines.

**Selection Criteria:**

**Capabilities: (experience, behaviours, skills, knowledge, aptitude)**

* Well developed verbal and written English essential
* Strong communication and interpersonal skills
* Sound knowledge of reception and administrative tasks
* Sound computer literacy (Microsoft word, excel, outlook)
* An ability to deal calmly and effectively with people experiencing difficult circumstances
* A demonstrated commitment to client focused customer service
* Ability to control detail/accuracy in a busy environment
* Work effectively in a team environment
* Work independently when required

**Qualifications:**

* Successful applicants will be required to complete the accredited Community Support Worker Course (CHCCCS004 – Assess Co-existing Needs) or have Recognised Prior Learning in an equivalent course. The CHCCCS004 course occurs one day pw over 6 weeks.

**Preferred**

* Certificate in Community Services or Administration/Reception

**Desirable experience/knowledge/skills:**

* Working with people from culturally and linguistically diverse backgrounds
* Second language relevant to the community SECL serves

**Other relevant Information:**

Applicants will be required to:

* Make a 6 month commitment to the position
* Satisfactorily complete a National Police check and Working with Children Check prior to appointment (International Police Check if worked overseas for 12 months or more within the last 10 years)
* Sign the SECL Code of Conduct
* Sign DSS Deed Poll of Confidentiality

A probationary period of three months will apply for this position.

**Position Developed: September, 2019**

 **Approved:**

Jinny McGrath. General Manager Organisational Development