

SCHEDULE B – POSITION DESCRIPTION

POSITION DETAILS	
Position Title:	Receptionist
Reporting To:	Executive Manager
Direct Reports:	N/A
Service Area:	Administration
Location:	Midland
Award:	SCHADS
Classification:	Level 2
Date Approved:	August 2023
<i>This position is subject to continued funding</i>	
POSITION OBJECTIVES	
<p>Working collaboratively with the administrative team you will be responsible for quality reception and front-of house responses.</p> <p>Your duties will include:</p> <ul style="list-style-type: none"> • Front of house/reception duties including answer telephone and greeting clients • Ensuring compliance with best practise, conflict checks and record keeping • Supporting the teams with general administration duties as directed which may include a variety of tasks • Client intake, managing appointment calendar & data entry 	
<p>Screening and external authorisation requirements:</p>	<p>An innate element of the position requires access to personal information of vulnerable people including children.</p> <p>It is a requirement that the incumbent has or is willing to get the following current checks/certificates and provide to Midlas:</p> <ul style="list-style-type: none"> • National Police Check • Working With Children Check • NDIS Worker Screening Check • COVID-19 Vaccination Certificate

ORGANISATION INFORMATION

Vision

Building Resilient Communities

Mission

We partner with individuals and organisations to promote independence, strength and wellbeing in our community through support, advocacy and education

Values

Caring for people
Developing Partnerships
Supporting our Community

Midlas is an Equal Opportunity Employer

STAKEHOLDER RELATIONSHIPS

INTERNAL

- Executive and Leadership Team
- Reception and administrative staff
- Midlas employees and volunteers

EXTERNAL

- Clients
- Referral Partners, other service providers and groups

POSITION RESPONSIBILITIES

Key Result Area	Responsibilities (including but not limited to):
Stakeholder Engagement	<ul style="list-style-type: none"> • Engage with clients in a professional and confidential manner • Interact and liaise with relevant referral partners providing information and support to clients
Internal Processes	<ul style="list-style-type: none"> • Front of House/Reception duties including answering telephone and greeting clients attending the office • Provide first point of contact for in-coming referrals and inquiries • Provide support with bookings, appointments, cancellations, general enquiries and other related tasks for all Midlas service areas as required • Ensures office processes are maintained including general upkeep and routine maintenance • Perform all aspects of data and file management, including opening and closing files, data entry, filing, photocopying and archiving • Facilitate client referrals in appropriate circumstances • Support the office with general administration duties as directed which may include a variety of tasks

	<ul style="list-style-type: none"> • Assist teams to prepare advice clinics, outreach visits and at other locations as directed • Facilitate assisted referrals and other services and support, based on the needs of the clients • Participate in projects and activities contributing to the promotion of Midlas such as stalls at community events where required • Participate in training and professional development • Work with a multi-disciplinary team and provide support through sharing of skills and knowledge • Actively participate in staff meetings and appraisal process
Data Monitoring and Collection	<ul style="list-style-type: none"> • Collect and enter required data for internal data collection systems ensuring file notes and data entry are completed in a timely manner • Provide data reports when requested • Establish and maintain accurate client files in line with compliance standards, privacy principles and Midlas procedures • Complete reporting requirements of the funder
Compliance and Record Keeping	<ul style="list-style-type: none"> • Comply with the requirements of any applicable legislation relating to legal practice • Support and demonstrate values and ethics of Midlas • Act at all times in accordance with Midlas' Code of Conduct, confidentiality agreement and policies which may be amended from time to time. • Ensure client file processing, filing and archiving is performed in line with organisational compliance requirements • Ensure documentation meets organisational requirements • Ensure service is provided in accordance with requirements of the Privacy Act and other relevant legislation, funder policy, procedures and conditions • Maintain knowledge of and adhere to policies and procedures of the organisation • Perform and carry out other duties which may be requested, required or directed from time to time and that are within the capacity, capability and broad scope of the role.
Work Health and Safety	<ul style="list-style-type: none"> • Embrace a safety culture and actively participating in workplace safety activities, including client risk reporting, hazard and incident reporting

- Apply best practice in WHS in accordance with statutory obligations at all times.
- Take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's WHS policies and procedures
- Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- Report all injuries, illness or 'near misses' to their line Manager
- Participate in relevant health and safety training based on roles and responsibilities
- As required, participate in the development and implementation of specific WHS hazard and risk management strategies.
- Positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors.
- Positions with supervision or management responsibility are required to ensure all people are aware of and have access to WHS policies, procedures, training and reporting systems.

POSITION REQUIREMENTS

Required Education/Licences/Certificates

- Possession of a current unrestricted driver's license and reliable vehicle
- Possession of current satisfactory National Police clearance certificate (no older than 3 months from the issue date) and ongoing renewal every 2 years at employee's expense
- Possession of Working with Children Check
- First Aid Certificate
- COVID-19 vaccination certificate

Relevant Experience, Skills/Knowledge & Personal Attributes

- Experience working in reception in the legal sector, community service or not for profit organisation

- Relevant experience working for community legal centres will be highly regarded
- Strong interpersonal skills, excellent written and verbal communication skills
- High level of integrity and professionalism and an ability to deal with and maintain highly confidential information
- Strong computer literacy including the ability to learn new systems and platforms
- High level of organisation, time management skills and the ability to work to deadlines
- Ability to work autonomously as well as follow processes and direction from supervisors
- Ability to work with flexible hours in response to business requirements

OTHER INFORMATION

Additional information relevant to this position includes:

- Due to the nature of the position and industry, there may be a requirement to work outside normal business hours.
- For this role you will be required to be vaccinated in line with the State Governments mandatory vaccination scheme

ACCEPTANCE OF POSITION DESCRIPTION

In signing this position description, you confirm that you have read, understood and accept the responsibilities as contained in this Position Description.

Position	Name	Signature	Date
Incumbent			
Line Manager			