



Position title	Administrative Assistant/Receptionist
Employee name	
Department/Service	Wodonga Office
Location	Vista Community Support – Riverina Region
Position reports to	Services Manager
Positions reporting to this role	Nil
Financial delegation	Nil
Budget accountability	Nil

<p>Work Environment (e.g Office based, Residential based, Community based)</p> <p>Mission statement Vista Community Support is a state-wide provider of community based support services.</p> <p>Our aim is for the people we support to share in the philosophy of ‘Be Who You Want To Be’. Whether the person lives in shared accommodation, with parents, with carers or independently, our aim is for people to have the highest quality of life possible. We aim to ensure people using our services have high levels of inclusion, participation and partnership.</p> <p>Our Services Our services are designed for people with a range of support needs, including persons with intellectual disabilities, acquired brain injuries, physical disabilities, psychiatric disabilities, sensory disabilities, and multiple disabilities. In addition Vista Community Support provides services to children that are living under orders of the Department of Human Services (DHS).</p> <p>All of the services that we provide are negotiated with the person that we support and significant others and are delivered in a person centred manner.</p> <p>Value statement Vista Community Support believes that the core values of respect, integrity, empowerment, open communication and continual learning underpin our commitment to supporting people to enhance their life opportunities and choices. We expect all employees to work in a professional manner based on these values.</p>

Position Summary	To work as part of the multi-disciplinary team, providing a clerical service to support the Services Manager and the other staff members.
Key Selection Criteria Essential	<ul style="list-style-type: none"> • Experience working within a pressurised environment • Excellent interpersonal skills • Excellent communication skills, both oral and written • Ability to prioritise and organise workload effectively in a busy environment and meet specified deadlines • Ability to use own initiative • Customer focussed • Standard level of IT proficiency especially with Microsoft office suite
Key Selection Criteria Desirable	<ul style="list-style-type: none"> • Experience with word processing and other document presentation • Experience of working within a care environment • Experience working as part of a team • Experience of banking and administration procedures
Other requirements of the role(e.g licences, professional memberships, registrations)	<ul style="list-style-type: none"> • Police check

Job Profile

Specific key responsibilities of this role include;	
Administrative tasks	<ul style="list-style-type: none"> • Provide effective, high quality and timely support to the Services Manager in order to enable to meet the priorities and objectives of the service • Process all emails received, prioritise according to urgency / importance and regular monitoring of work to ensure deadlines are not missed or action delayed • Open all incoming post, read and copy to all interested parties • Request and collate briefing for meetings etc. • Manage Services Managers diary maintained on a computer package • Work with other internal and external services regarding paperwork, meeting etc. • Provide accurate and efficient typing services using WP software extensively to improve efficiency and to achieve a high standard of presentation • Deal positively and constructively with all telephone enquiries • Work effectively with others, in turn creating an atmosphere where people can work to the best of their ability



	<ul style="list-style-type: none"> • Provide clerical support in the typing of reports and other documentation • Provide an effective and efficient turnaround of work • Support the Services Manager in the collating of invoices • Support the Services Manager in recording and managing credit control
Liaison with key stakeholders	<ul style="list-style-type: none"> • Effective communication with staff at all levels, ensuring the efficient collation and distribution of information • Act as a source of advice on clerical matters to staff • Provide administrative support to HR Adviser based in Metro Office when required • To assist in receiving any visitors and callers, ensuring the attention of appropriate staff to same and dealing with any enquiries
General key responsibilities of this role include;	
Occupational Health and Safety (OHS) and Risk Management	<ul style="list-style-type: none"> • Report any hazards or issues that impact on the safety of the workplace • Fulfil your role in a manner that uses safe work practices • To adhere to organisational policies, procedures and line management directives
Quality	<ul style="list-style-type: none"> • Ensure knowledge of the relevant standards pertaining to the service and the philosophy and requirements of the standards • Promote the philosophy of the quality standards and rights of PwS to the community and relevant stakeholders when appropriate • Ensure necessary documentation is completed as required and in a manner which reflects outcomes for the individual and provide the necessary support to staff to complete documentation to a high standard • Attend all necessary meetings and provide feedback on the current state of the organisation's quality system • Promote and assist staff with the requirements of the organisation's quality framework • Ensure relevant manager is kept abreast of all issues in a timely manner
Physical and/or psychological requirements of the role;	
Physical	TBC
Psychological	It is fully understood by the management team that the difficulties and stresses inherent in this position are very high. In consequence it must be emphasised that within the culture of the EWTF is the recognition that the carers must also be cared for. There is every opportunity to seek the advice, assistance and support of colleagues in trying to achieve goals and resolve problems.

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager signature:

Print name:

Date: