



## Position Description

<b>Job Description:</b>	Casual Administration Officer – Reception
<b>Position reports to:</b>	Administration Team Leader
<b>Hours per fortnight:</b>	As required
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Salary:</b>	Level 2 (Casual rate)
<b>Location:</b>	31 – 33 Tower Road New Town 7008

SASS is a community-based support, counselling and education service for victims of sexual abuse, their families and other professionals. It operates in the Southern region of Tasmania.

SASS is funded by the Tasmanian Department of Health and Human Services (DHHS) and by the Australian Department of Social Services (DSS).

SASS delivers 24/7 services including over weekends and public holidays. Staff may be required, from time-to-time, to be accessible by phone outside normal business hours as a part of ensuring sustainable 24/7 service coverage.

### **PRIMARY FUNCTIONS:**

The Administration Officer – Reception position is responsible for:

- Providing front-desk reception services for clients, members of the public and other professionals accessing SASS, including answering phone calls, welcoming clients, provision of general information, confirmation of appointments, and maintaining electronic appointment diaries.
- Booking and confirming of client appointments through the Penelope Data Base system.
- Providing administrative and clerical support to management and client services staff as required, including filing and records management; mail processing;

- maintenance of registers; data entry and reporting; photocopying; compilation of manuals and reports; and other tasks as required.
- Maintaining a tidy, welcoming and safe environment including maintaining public areas of the building, client waiting room and library.
  - Performing a range of other appropriate tasks as directed by the Administration Team Leader
  - Participating with other SASS workers in providing a professional, flexible and responsive team environment.
  - Adhering to SASS Policies and Procedures, and the SASS Code of Conduct, at all times.
  - Contributing to the ongoing development and review of SASS policies and procedures.
  - Maintaining a professional, safe and harmonious workplace at all times.
  - Taking all possible steps to ensure a safe and healthy workplace for self and colleagues at all times.

## **LEVEL OF RESPONSIBILITY**

The Administration Officer – Reception will:

- Work under the direction of the Administration Team Leader
- Work as a collaborative member of the Administration Team
- Work in collaboration with all staff
- Exercise initiative and sound judgement in setting priorities, planning and managing their work load
- Exercise initiative and sound judgement where procedures are not clearly defined
- Raise issues or concerns with the Administration Team Leader as soon as practicable.

## **QUALIFICATIONS, TRAINING AND EXPERIENCE**

### **Essential**

- Qualifications, training and/or equivalent experience in office management and administrative procedures
- A current Working with Vulnerable People card is a requirement of this position
- A National Police Check is a requirement of this position
- Computer literacy

### **Desirable**

- Current driver's licence
- Experience in utilising a client data management system
- Understanding of issues associated with sexual assault
- Experience in a not-for-profit community-based organisation

## **SELECTION CRITERIA**

The following knowledge, skills, and experience are required for the position of Administration Officer

1. Demonstrated knowledge of and experience in administrative procedures and operations in the workplace including a willingness and ability to assess or modify work practices and procedures under the guidance of the Administration Team Leader.
2. Well-developed written and verbal communication skills including an effective phone manner, the ability to deal sensitively and appropriately with clients who have suffered sexual assault, and document formatting and production skills.
3. Demonstrated ability to apply computing concepts in programs including Microsoft Office, incorporating Word, Excel, Publisher, PowerPoint, Access, and Outlook (for use of electronic calendars and email), the internet and other computer software.
4. Demonstrated time management and priority setting skills along with the capacity to achieve outcomes in an environment where there are multiple demands and complex tasks and to participate collaboratively in planning and coordinating activities across the workplace.
5. Capacity and willingness to work effectively within a multi-disciplinary team environment and to be flexible and adaptable in order to meet the organisation's needs.
6. Working knowledge of statutory workplace requirements, including Workplace Health and Safety legislation and a demonstrated understanding of confidentiality.