

Position Purpose *Why the job exists*

To undertake reception and switchboard duties, provide administrative and office support to the manager and staff of the Therapeutic Care Program (TCP) and the Midwest Family Support Network (MWFSN)

Duties and Responsibilities *Key items only (do not list every task)***1. Reception**

Reception duties which include:

- Greeting children, families, clients and visitors;
- Answering all incoming calls via the switchboard; directing/transferring all calls to staff as appropriate;
- Maintaining reception area in a neat and tidy manner, equipped with tissues, newsletters, fostering and volunteer packs, sign in forms;
- Purchasing supplies and completing errands for office as directed;
- Cleaning duties as directed, including washing of tea towels;
- Switching on-call phone to relevant staff weekly;
- Maintain a neat and tidy presentation at all times; and
- Preparation and distribution of up to date telephone lists for the MWFSN and Parkerville as required.

2. Administrative support

Provide support to the Programme Manager with the following duties:

- Secretarial/administration support including filing;
- Taking dictation and typing minutes, agendas and reports, supervision notes;
- Devising and maintaining office systems, including data management and filing;
- Collection and distribution of incoming and outgoing mail;
- Organising and maintaining diaries and making appointments;
- Arranging travel, visas and accommodation and, occasionally, travelling with the manager to take notes or dictation at meetings or to provide general assistance during presentations;
- Maintain and recoup petty cash, Programme Manager's corporate card reconciliation, emailing invoices to Accounts;
- General photocopying, emailing and faxing as required;
- Organising and attending meetings and ensuring the manager is well prepared for meetings;
- First Aid: arrange local training sessions for staff; order and maintain cottage, office and vehicle first aid kit supplies
- Liaising with clients, suppliers and other staff;
- Providing assistance to other staff as directed by Programme Manager and
- Ordering of office supplies and other consumables for the centre.

3. Office support for the Midwest Family Support Network

- Ensuring adequate supply of brochures;
- Assistance with event preparation, maintenance of Event Box;
- Booking and setting up meeting rooms;
- Providing walk in clients with MWFSN initial screening documents where required;
- Assisting ASO with letters, FuSioN input of new clients where required and
- Booking client appointments for ASO.

4. Other

- Participation in team building activities where possible;
- HR support through providing documentation to new staff, follow-up first aid and WWCC certificate requirements;
- Learning & Development support through setting up of VC for training sessions, copying and provision of training materials for staff, booking of meeting room for training sessions;
- ICT support through assisting staff with minor IT queries, liaising with ICT Dept. as required;
- Participation in supervision meetings and annual individual performance review;
- Commitment to and participation in Agency Systems Improvement Processes;
- Understand, support and promote the Mission and Values of Parkerville Children and Youth Care; and
- Other duties as directed.

Selection Criteria *Essential and desirable requirements to meet duties and responsibilities (incl. qualifications)*

The proven ability to work within and contribute to the mission and values of Parkerville Children and Youth Care underpins the position requirements outlined below and is an essential selection criterion for all Parkerville positions:

1. Experience in all facets of administration and office procedures including a high standard of Word Processing, computing skills and minute taking.
2. Ability to interpret and apply occupational health and safety standards in the workplace.
3. High level of communication and interpersonal skills.
4. High level organisational skills and the ability to work under pressure and to maintain and keep to deadlines.
5. Ability to maintain strict privacy and confidentiality standards.

Licences, Registration, Special Requirements etc.

WWC check	<input checked="" type="checkbox"/>	CPFS Check	<input checked="" type="checkbox"/>	Professional Registration	<input type="checkbox"/>
Provide First Aid Cert. (HLTAID003)	<input checked="" type="checkbox"/>	Driver's Licence	<input checked="" type="checkbox"/>		

Details or other requirements

Authorisation and Acceptance

Position authorised:

Signed _____ (Chief Executive or Delegate) Date ___/___/___

I certify that I understand and accept the requirements of this position:

Employee name _____ Signed _____ Date ___/___/___

Please return a signed copy of this form to Human Resources