

JOB DESCRIPTION FORM

ADMINISTRATION ASSISTANT/ RECEPTIONIST

Position Title:	Administration Assistant/Receptionist		
Service Location:	Non-residential Services		
Program: (If applicable)		Hours:	TBA
Reporting to:	Administration, Compliance and Communications Manager	Award Classification:	Level 2 - 3 Cyrenian House EBA
Our Vision	Healthy, inclusive and harm-free communities		
Our Mission	An organisation that provides the highest quality services to make a positive and meaningful difference in the lives of people affected by alcohol and other drugs.		
Our Values	Empowerment, Diversity, Compassion, Integrity and Hope		
Cyrenian House values the uniqueness of individuals who may vary in many different ways, including race, ethnicity, culture, social class, gender, age, religious belief, sexual identity, mental and physical ability. We celebrate and promote this diversity as a strength of our organisation.			
This position:			
<p>This is a frontline, initial contact position providing a welcoming introduction to people accessing Cyrenian House services. This person performs duties with a high consumer focus as well as other general office duties including maintaining records, reception and managing a busy telephone system.</p> <p>This position is responsible for providing a professional, responsive service to consumers and may include some administrative support to the executive team and managers as directed.</p>			
Duties and Responsibilities:			
<p>General:</p> <ul style="list-style-type: none"> • Support, promote and work in accordance with the Vision, Mission and Values of Cyrenian House. • Participate as a valued team member promoting and contributing to a supportive team environment. • Provide support to and share expertise with other staff, students and volunteers. • Participate in staff meetings, supervision, training and team planning workshops. • Contribute to the development, implementation and evaluation of the service model. • Contribute to Cyrenian House continuous quality improvement processes. • Work in accordance with Cyrenian House Code of Conduct. • Be responsible for personal health and safety in the workplace and for complying with all Cyrenian House occupational safety and health policies and procedures, promoting and maintaining a safe and secure environment. • Contribute to and promote the implementation of the Standards on Culturally Secure Practice. • Other duties as required. 			

Position Duties

- The Administration Assistant / Receptionist will work within the scope of their JDF to ensure that all aspects of service delivery required by Cyrenian House.
- Manage a busy reception environment with competing demands including a demanding telephone system and in-person contact by consumers and visitors of the service.
- Attend to enquiries and provide information about the services provided by Cyrenian House whilst maintaining boundaries and timekeeping.
- Provide a welcoming introduction to consumers and all visitors of the service at all times.
- Provide some administrative support to the executive team and managers as directed.
- Maintain a clean and tidy reception area, consumer washroom and general work environment.
- Facilitate the transfer consumer records between services as required.
- Use the Service Information Management System (SIMS) database and appointment systems to make bookings and confirm appointments as required.
- Record consumer attendance for statistical purposes.
- Support data entry processes as required.
- Conduct regular file audits.
- Maintain consumer and worker confidentiality at all times.

Relationships and Stakeholder Engagement:

- Work in close liaison with and take direction from your line manager and the General Manager, Non-residential services.
- Develop effective relationships with other Cyrenian House services and external agencies as appropriate.
- Develop and maintain a positive working relationship with colleagues in order to provide an effective and efficient reception / administration service.
- Develop and maintain boundaries with colleagues ensuring professional conduct is adhered to at all times.

Administration and Reporting:

- Attend to reception duties at front desk, over the telephone, via email, facsimile and via other correspondence.
- Collect, distribute and post mail daily.
- Ensure that communications are distributed in a timely manner.
- Maintain mailing lists and co-ordination of mail outs as directed.
- Filing requirements as directed.
- Ordering and maintaining stationery resources, kitchen consumables and bathroom supplies.
- Maintain stocks of Cyrenian House promotional material.
- Actively seek and maintain resource materials from other services that may be beneficial and informative to Cyrenian House consumers as appropriate.
- Compile agenda and the minutes of team meetings and provide administrative support at meetings.
- Organise room bookings and set-up, clean- up and catering for events and meetings as directed.
- Provide administrative support for the service, e.g. assisting in the production of Cyrenian House resources, such as booklets or pamphlets.

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Record Management

- Maintain consumer record systems as directed.
- Create, retrieve and maintain consumer records in accordance with Cyrenian House policies and procedures.

Other Duties

- Undertake relief duties at other Cyrenian House sites as required.

Selection Criteria:

Essential competencies and experience:

- Diploma in office administration, business administration certificate, or equivalent qualification and/or experience.
- A welcoming, person-focused manner.
- Strong interpersonal skills, including a welcoming manner, for telephone and face-to-face interactions.
- Sound written communication skills, with experience in minute taking.
- Proven ability to work under pressure.
- Effective time management skills.
- Ability to multitask and manage competing demands in a busy reception environment.
- Experience in use of filing systems, appointment management and administrative systems.
- The ability to work under direction and to use initiative where appropriate.
- Flexible and an ability to work collaboratively with team members.
- Well-developed computer skills including data entry, Word, Excel and Outlook.
- A current driver's licence and reliable vehicle.
- A current First Aid Certificate.

Desirable competencies and experience:

- An understanding of alcohol and other drug issues

Required Clearances:

- Full work rights.
- Current National Police Clearance.
- Current First Aid Certificate
- Current driver's License and reliable vehicle

Please sign below to confirm you understand of the requirements of your role and return a signed copy to the Human Resource Department:

Name: _____

Signature: _____