

## JOB DESCRIPTION FORM

### ADMINISTRATION ASSISTANT/ RECEPTIONIST

<b>Position Title:</b>	Administration Assistant/Receptionist		
<b>Service Location:</b>	Non-residential Services		
<b>Program: (If applicable)</b>		<b>Hours:</b>	TBA
<b>Reporting to:</b>	Administration, Compliance and Communications Manager	<b>Award Classification:</b>	Level 2 - 3 Cyrenian House EBA
<b>Our Vision</b>	Healthy, inclusive and harm-free communities		
<b>Our Mission</b>	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.		
<b>Our Values</b>	<b>Empowerment, Diversity, Compassion, Integrity and Hope</b>		
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. <b>We celebrate and promote this diversity as a strength of our organisation.</b>			
<b>This position:</b>			
<p>This is a frontline, initial contact position providing a welcoming introduction to people accessing Cyrenian House services. This person performs duties that are consumer focused including maintaining records, reception and telephone systems.</p> <p>This position is also responsible for providing some administrative support to the executive team and managers as directed.</p>			
<b>Duties and Responsibilities:</b>			
<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Support, promote and work in accordance with the Vision, Mission and Values of Cyrenian House.</li> <li>• Participate as a valued team member promoting and contributing to a supportive team environment.</li> <li>• Provide support to and share expertise with other staff, students and volunteers.</li> <li>• Participate in staff meetings, supervision, training and team planning workshops.</li> <li>• Contribute to the development, implementation and evaluation of the service model.</li> <li>• Contribute to Cyrenian House continuous quality improvement processes.</li> <li>• Work in accordance with Cyrenian House Code of Conduct.</li> <li>• 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.</li> <li>• Contribute to and promote the implementation of the Standards on Culturally Secure Practice.</li> <li>• Other duties as required.</li> </ul>			

### Position Duties

- The Administration Assistant / Receptionist will work within the scope of their JDF to ensure that all aspects of front of house service delivery is provided in accordance with the values of Cyrenian House.
- Telephone and or in-person contact.
- Operate the telephone system for the service during normal business hours.
- Attend to enquiries and provide information about the services provided by Cyrenian House.
- Provide a welcoming introduction to consumers and all visitors of the service
- 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 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.
- 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.

### 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.
- 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: \_\_\_\_\_