JOB DESCRIPTION

TITLE OF POSITION	**Reception & Administration Officer**
CLASSIFICATION LEVEL	**Lutheran Care NT Level 2**
PROGRAM	**Financial Wellbeing**

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

In Central Australia, Lutheran Care (LC) operates a Financial Services Hub which provides financial literacy programs, and Financial Counselling to Alice Springs, including town camps and remote communities within the Central Australian service area. LC also has a contract to deliver specialised financial health and capability services to Central Australia which support the family money management through a range of existing banking products.

ROLE SUMMARY

The aims and objectives of this role encompass a diverse array of responsibilities that may vary based on the specific coverage needed. This role will predominantly offer reception and administrative support to enhance the efficient delivery of LC services while establishing and sustaining effective office practices and procedures. This position is our first point of contact for client's and therefore excellent interpersonal skills are essential in this role, including having a warm and friendly manner and the ability to engage well with others.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Administration Officer reports to the Operations Manager.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	▪ Model ethical behaviour and practice consistent with the ethos of LC as outlined in the Code of Conduct and stated values. ▪ Adhere to and support LC's policies and procedures. ▪ Comply with professional codes of conduct.
Teamwork	▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Attend and actively participate in regular team meetings and forums as required. ▪ Report to the supervisor as required.
Work Health and Safety	▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	▪ Monitor financial reports, expenditure and budget to meet budgetary requirements. ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints
Continuous Improvement	• Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Client Service	• Communicate effectively to engage and establish rapport with clients, stakeholders and team members. • Communicate promptly, respectfully and with cultural sensitivity to all visitors to the office. • Make appropriate arrangements for staff to attend to administrative matters when reception is unattended. • Assist with intake and appointment management. • Make appropriate referrals to other support services as required. • Answer, respond and triage telephone calls. • Provide front-desk support. • Establish and maintain appropriate data management and filing systems.
Administrative Support	• Ensure filing, postage, and other general office duties are completed as required. • Assist with the maintenance of client databases including data input. • Record minutes during meetings. • With direction from the Operations Manager, support the oversight of vehicle fleet maintenance and office maintenance needs. • Manage room bookings • Ensure confidentiality of Client and Staff records • Complete stationery orders and ensure office is appropriately equipped with relevant resources • Assist with technology resources and quotes as required • Maintain overall cleanliness in shared office spaces, in particular ensure the reception and interview rooms are clean and tidy each night • Provide oversight of external cleaning services • Other duties as directed by the Operations Manager • Effectively track and manage data for all clients accessing the LC office as a way of measuring client needs. Provide this data to Management on a quarterly basis. • Use of the client management software as required • Forward invoices and expense claims to Finance in a timely manner for payment
Emergency Relief (ER)	• Provide Emergency Relief (ER) services as required, including backfill or according to a predetermined roster. • Assist with maintaining supplies for ER program.

	• Deliver a client-centred and strengths based service approach when proving ER services. • Provide an early intervention and prevention service through appropriate referrals and by linking clients to other services such as Financial Counselling, Family Support Services, Counselling, etc. • Arrange follow up appointments. • Seek feedback from the client to ensure that the service provided is client-centred and appropriate to their needs. • Develop community initiatives to assist clients to develop skills and reduce poverty through connections with other people and community organisations.
Professional Development	• Participate in personal development training as required. • Provide input on and assist in development of LC Policy, Procedures, Standard Operating Procedures and Safe Work Practices.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Qualifications working in an administration environment previously.
- Understanding of culturally appropriate approaches when working with Aboriginal families/ individuals.
- Experience working within a team with diverse background, experience and knowledge.
- Excellent communication and interpersonal skills with an ability to engage with a diverse group of people.
- Ability to work in a fast paced environment and respond to challenging situations in a flexible manner.
- Demonstrated ability in IT, video conferencing and Microsoft Office programs (Word, Outlook, Excel, etc.) & standard office equipment.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience working within a community not for profit organisation.
- Ability to speak or understand a Central Australian Indigenous Language
- Experience working within a bicultural model of support
- Current First Aid/CPR certificate

SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory National Criminal History Check
- A current and satisfactory OCHRE Card (Working with Children clearance)
- A current and satisfactory NDIS Worker Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Travel throughout the region and/or interstate as negotiated/required
- Availability for some out of hours work may be negotiated

ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____ Witness: _____ Date: _____