



JOB DESCRIPTION

TITLE OF POSITION	Reception/Administration Assistant
CLASSIFICATION LEVEL	LC Level 2 (<i>Salary Packaging is available</i>) 0.4 FTE
PROGRAM	Lutheran Care, Barossa Valley

OVERVIEW

Lutheran Care (LC) provides community services on behalf of the Lutheran Church 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, housing and family shelter, refugee services and NDIS disability services support (South Australian only). LC 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.

ROLE SUMMARY

The aims and objectives of this role are to provide administration and secretarial support to the Barossa service team, requiring a high degree of judgement, initiative, confidentiality and sensitivity to enable effective delivery of programs. The role will maintain good office practices and procedures in general office administration, reception, resource management, financial and account keeping systems, data systems and assist in the organisation of workshops and special events.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Reception and Administration Assistant reports directly to Manager Barossa Valley and is responsible for decision making within established guidelines.

SPECIAL CONDITIONS

Any offer of employment is subject to;

- a current Department of Human Services Working With Children Check
- a current and unrestricted Australian Driver's Licence

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC Staff Responsibilities and Duties:
Lutheran Care Culture	<ul style="list-style-type: none">• Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Care 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	<ul style="list-style-type: none">• 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 site 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 direct line manager as required.
Work Health and Safety	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Contribute to the delivery of high quality services.• Understand and support continuous quality improvement in LC's.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	Responsibilities and Duties Specific to the Role:
<p>Provide effective and confidential administrative, clerical and secretarial support to the Manager and staff</p>	<ul style="list-style-type: none"> • Provide receptionist services, responding to and redirecting phone calls and visitors. Ensure callers experience a personable, welcoming, prompt and effective response. • Ensure surface mail is regularly and efficiently collected, posted, recorded and distributed. • Provide word processing, document design, database and spreadsheet services as required. • Prepare letters, reports, newsletters, flyers and promotional material, minutes and agendas. • Assist with promotional activities including mail outs and promotional events. • Provide data entry to Community Data Solutions and compile, update and maintain data bases. • Maintain appropriate internal records as required by programs delivered at this site. • Set up and maintain hard copy and electronic filing systems. • Make appointments through Microsoft Outlook Calendar. • Provide administrative support to the Manager and Program Coordinators. • Arrange for back-up reception assistant for times when unable to respond to phone calls and visitors. • Assist with problem solving and system implementation. • Ensure office supplies are ordered and restocked. • Liaise with LCC staff on specific projects and tasks. • Perform other duties as required by the Manager.
<p>Maintain financial and account keeping systems</p>	<ul style="list-style-type: none"> • Collect and receipt donations. • Input invoices and expense claims into the Lutheran Care Greentree Accounting System. • Reconcile and maintain petty cash and banking.
<p>Assist with the organisation of workshops and special events</p>	<ul style="list-style-type: none"> • Book venues in accordance with event specifications and requirements. • Assist with set up and clean-up of programs and events. • Collect and receipt fees. • Assist with follow-up activities from courses, programs and events.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Appropriate Certificate in Office Administration or relevant experience.
- Skills in office management and administration including:
- Customer service skills including telephone and reception skills
- Establish and use information systems and desktop publishing
- Manage data bases and specialist computer programs
- Ability to use and manage standard office equipment
- Experience using Microsoft Power Point and Outlook
- Establish and maintain hard copy and electronic filing systems
- Take accurate meeting minutes
- Experience in using mail merge
- Sound problem solving skills.
- High level communication and interpersonal skills in dealing with the public, other organisations, volunteers and staff.
- Ability to research information and present findings
- Working knowledge of statutory requirements relevant to the workplace.
- Excellent organisation skills.
- Excellent time management skills.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Knowledge of the Lutheran Church of Australia.
- Experience working with people from culturally and Linguistically Diverse (CALD) and Indigenous backgrounds.

• Employee: _____ Witness: _____ Date: _____