



## Position Description

<b>Title:</b>	Receptionist
<b>Unit:</b>	Business Services
<b>Reports To:</b>	Administration Manager
<b>Time Fraction:</b>	Full Time
<b>Employment Status:</b>	12 months maximum term with possibility of extension
<b>Salary:</b>	\$45,000 per annum
<b>Location:</b>	17-23 Sackville Street, Collingwood

### Organisational Overview

VACCHO is Victoria's peak representative Aboriginal health body and champions community control and health equality for Aboriginal communities. We are a centre of expertise, policy advice, training, innovation and leadership in Aboriginal health. VACCHO advocates for the health equality and optimum health of all Aboriginal people in Victoria.

### Unit Overview

The Business Services Unit role is to support and enable VACCHO to reach its strategic goals and operational objectives. This role is achieved by delivering timely, professional and proactive business and support services to the organisation and Membership.

The Unit comprises staff focused on covering Finance, Operations/Administration, Quality and Risk, Human Resources, Communications, ICT, Shared Business Services and Executive Support.

### Role Overview

This is a development position which works closely in collaboration with members of the Administration, Operations and Finance Business Services team provide reception and administration services.

### Key Responsibilities

1. Reception duties, including:
  - Answering phone calls
  - Recording staff movements
  - Incoming / outgoing mail
  - Incoming / outgoing faxes
  - Process room booking requests
  - Manage cab vouchers and Myki cards for staff use, including maintaining spreadsheets with relevant information
2. Coordinating catering orders
3. General administration assistance

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4. Work within the Business Services Team as an effective team member, providing assistance and support to the Unit as required to meet Unit objectives
5. Undertake other duties which are appropriate to the level of the position, as directed by the Administration Manager and Business Services Director to meet unit objectives

#### **Compliance with VACCHO Standards**

- VACCHO is an equal opportunity employer and strongly encourages Aboriginal and Torres Strait to apply for all positions advertised (*Equal Opportunity Act 2010*)
- VACCHO requires all employees to comply with all work health and safety rules, regulations and relevant Codes of Practice (*Victorian Occupational Health and Safety Act 2004*)
- VACCHO requires employees to understand the requirements of quality systems and continuous improvement (*ISO 9001*)
- VACCHO requires employees to adhere to a *Code of Conduct*, including commitment to confidentiality and conflict of interest declarations

#### **Key Selection Criteria**

##### **Skills/Experience**

- Understanding and commitment to Victorian Aboriginal health, Aboriginal culture, and the philosophy and practice of Aboriginal Community Control
- Ability to work or learn to work with Aboriginal organisations, communities and individuals in culturally appropriate ways as well as mainstream health organisations.
- Ability to act with respect, honesty, integrity as well as maintain confidentiality at all times
- Basic knowledge and/or experience using Microsoft applications (e.g., Microsoft Word, Excel and Outlook)
- 'Can do' attitude. Interest in working in an office and a willingness to learn and get involved
- Able to talk to all types of people

##### **Desirable:**

- Undertake Certificate III in Business with VACCHO's Registered Training Unit

**This is an Aboriginal Designated Position, classified under 'special measures' of section 12 of the Equal Opportunity Act 2010. Only Aboriginal and/or Torres Strait Islander people are eligible to apply.**

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