



Receptionist-Swan Hill

Position title	Receptionist – Swan Hill <i>This position is an Identified Aboriginal or Torres Strait Islander position only in line with ‘special measures’ under the Equal Opportunity Act 2010 Section 12 example 1.</i>
Position number	P2086
Employment status	Full time
Department	Positive Ageing and Disability Services
Location	Swan Hill
Position reports to	Manager
Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
Classification	Administrative grade 1 - level 1

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Aging and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$30 million and a workforce of approximately 300 people. RAC is a significant employer and economic contributor to the region and plays a high-profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.

ROLE PURPOSE
This position exists to provide administrative assistance to service areas and a friendly and culturally sensitive first point of contact for all visitors to Rumbalara, as applicable.
KEY SELECTION CRITERIA
<ul style="list-style-type: none"> • Excellent administration and multi-tasking skills • Excellent written and verbal communication skills • Ability to prioritise workload and manage time effectively to meet deadlines • Well-developed computer skills with a good knowledge of Microsoft Word, Excel and Power Point • Ability to maintain a high level of confidentiality • The ability to work in a team environment • Minimum qualifications relevant to the position • Ability to operate multi-line telephone system and deal with incoming calls and queries • Demonstrated ability to interact positively, courteously and helpfully with a wide variety of people • Ad-hoc duties – support the team and the Case Managers as required.
KEY RESPONSIBILITIES
<p>1. <u>Technical Capabilities</u></p> <ul style="list-style-type: none"> • General office support to the team / service area, where required • Answer all incoming calls, redirect calls to appropriate staff and take messages as required • Order office supplies and staff amenities • Undertake continued professional development • Attend management and staff meetings, take minutes and provide correspondence from previous meetings, where applicable • Processing incoming and outgoing mail, wherever applicable • Perform and complete any reasonable duties relevant to the position as requested by the Executive Manager RAC • Meet and greet clients in a culturally sensitive way <p>2. <u>Behavioural Capabilities</u></p> <ul style="list-style-type: none"> • Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making • Demonstrate commitment to the Co-operative’s values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view) • Provide support and proactively engage with the clients and broader community • Establish and maintain relationships with clients, community and Rumbalara staff and team members <p>3. <u>Administrative Capabilities</u></p> <ul style="list-style-type: none"> • Attend staff meetings • Submit accurate timesheets and claim forms (if applicable) in a timely manner • Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills • Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time • Follow correct policy and procedure directions at all times • Contribute to and support the organisation’s systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours

EMPLOYMENT CONDITIONS

- Have a current National Police Check
- Hold Valid Driver's License, without restriction
- Hold current Employee Working with Children's Check
- NDIS screening check
- Covid Vaccination Certificate in accordance with the government guidelines
- All staff are required to sign a confidentiality agreement on appointment to the organisation
- Probationary / qualifying periods apply to all positions
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at RAC will be tied to existing contracted funding arrangements