

Koorana Child and Family Services - Position Description

Position Title:	Receptionist
Reporting Relationship:	General Manager Corporate Services
Direct Reports:	None
Location:	Belmore

1. Position Purpose

Koorana works with all children, and is committed to delivering quality early childhood education, intervention and family support services that acknowledge and respect all individuals.

The Receptionist is the first point of contact for Koorana and is responsible for

- providing exceptional customer service when greeting people over the phone and in person
- undertaking general front-desk client administration

2. Organisational context of the position

Koorana's management structure positions the organisation for ongoing growth and development. The Board of Management is responsible for governance and is legally responsible for Koorana's outputs. The Chief Executive Officer (CEO) is employed to manage the strategic directions of the organisation and to broadly oversee the efficiency of the organisation's major functions. The CEO, General Manager Client Services and General Manager Corporate Services form the Executive Management Team.

The General Manager Client Services supports the CEO by leading all of Koorana's service delivery, supported by two Service Operations Managers, covering

- South West Sydney (SWS) Area of Bankstown, Liverpool and Fairfield and surrounding suburbs
- Inner West Sydney (IWS) Area of Canterbury, Marrickville, Leichhardt, Ashfield, Burwood, Strathfield and Canada Bay and surrounding suburbs.

The General Manager Corporate Services supports the CEO by leading Koorana's corporate services including Finance, Administration, Information & Communication Technology, HR, and Marketing & Communications.

Koorana values self determination, access and equity, mutual respect, collaboration, and ethics & integrity. Our practice is driven by family centred principles, evidence based best practice, fostering natural community inclusion, quality management, and the key worker model.

Koorana is committed to delivering family-centred services that

- respect, support and enhance the vital role the family plays in their child's life and development
- recognise the ways in which a child's abilities, disability, developmental delay or challenging behaviour can impact on all family members.

Koorana's services are designed to ensure that families are well informed, have choices, and are supported in their decisions.

3. Position Responsibilities

Reception

- Attend to visitors by greeting, welcoming, directing and announcing them appropriately
- Answer, screen and forward incoming phone calls
- Respond to schedule related enquiries
- Deal with queries from the public and clients, providing general information when needed
- General office duties that maintains a supportive function to our operational teams
- Undertake administration tasks that compliment a primary focus on reception, as directed by the Office Manager (e.g. preparing marketing packs).

Client Administration

- Undertake daily client administration, including sending appointment reminders.
- Manage client cancellations and rebooking, initiated either by contact from the client or by staff illness, in accordance with Koorana's procedures for managing client appointments.

Financial Administration

- Undertake fee collection, banking and management of local petty cash.

Corporate Services Team

- Actively collaborate and support across the team of Koorana Administrators
- Maintain a strong corporate services perspective
- Contribute to corporate services planning and team work
- Undertake projects and other tasks as required.

4. Key Selection Criteria

Experience & Skills:

- Exceptional communication, interpersonal and customer service skills
- Proven ability to develop & foster relationships with a diverse range of people
- Demonstrated ability to take initiative, prioritise, plan ahead, anticipate risks and problem solve
- Demonstrated ability to work with culturally diverse families and communities
- Experience in anticipating and managing sensitive and challenging situations effectively
- Proficiency in working with client management systems and a range of computer applications, including Microsoft Office
- Excellent written skills
- Knowledge of office management systems and procedures
- Strong organisational skills with the ability to multi-task.

Personal attributes:

- An understanding of children's and disability services
- Respect for the philosophy and values held by Koorana
- A 'can do' attitude.

5. Personal and Professional Development

- Attend internal/external training as appropriate
- On the job involvement, work tasks and project involvement as requested
- Participate in a performance review process
- Participate in at least one unpaid, out of hour's community activity in each calendar year (e.g. AGM, local festivities etc.).

6. Confidentiality

All operations of Koorana Child and Family Services including client, program and administrative information is confidential and is not to be disclosed to any person at any time. This restriction on disclosure of confidential information continues to apply in the event of employment with Koorana ceasing.