



Victorian Aboriginal Community Services Association Ltd.

JOB DESCRIPTION

Position:	Receptionist/Administrative Support Officer
Location:	496 High Street, Northcote
Hours:	Fulltime – 37.5 hours
Classification Award:	Community Development Worker – 2.1
Reports to:	Chief Executive Officer
Supervision:	Deputy Chief Executive Officer
Travel	Occasional statewide travel is a requirement of the position

OUR ORGANISATION

The Victorian Aboriginal Community Services Association Limited (VACSAL) is the recognised state-wide Peak Advisory body on Aboriginal community issues. VACSAL is a community based, community controlled organisation, comprising representatives from Koorie organisations across the State. As well as having an advisory role, VACSAL delivers and manages a range of critical community services across Victoria.

POSITION SUMMARY

The Receptionist/Administrative Support Officer position will require a range of skills and high level of motivation and commitment to effectively perform and administer the administration functions of VACSAL.

It is expected that the Administrative Support Officer will consult and work closely with all VACSAL's staff and other key stakeholders in undertaking their duties.

The position will require a range of skills, and high level of motivation and commitment to 'making a difference' and the ability to work independently as well as part of a close team.

KEY RESULT AREAS

Tasks
Reception Duties:
<ul style="list-style-type: none"> To answer and record all incoming phone calls and greet clients in a professional and courteous manner.
<ul style="list-style-type: none"> Direct calls to appropriate program, keeping an accurate record of phone messages and if they are unavailable emailing details through.
<ul style="list-style-type: none"> As front of office, it is essential that appropriate clothing attire and footwear be worn at all times. This includes no ripped/torn jeans, no tracksuit pants, no caps etc.
<ul style="list-style-type: none"> First point of contact for people entering the building, ensure they are greeted warmly, shown/helped with checking in and made comfortable until seen by staff member they are here to see.
<ul style="list-style-type: none"> To ensure that the reception area, common areas (including tea/coffee station) and functions rooms are kept clean, tidy and presentable at all times.
<ul style="list-style-type: none"> Restock photocopier area, ensuring paper trays are fully stocked at all times.
<ul style="list-style-type: none"> To register all incoming and outgoing mail.
<ul style="list-style-type: none"> To undertake typing and photocopying duties as required.
<ul style="list-style-type: none"> Take and distribute minutes as required.
<ul style="list-style-type: none"> To assist with office filing duties as requested.
<ul style="list-style-type: none"> To assist with maintaining office stationary, cleaning products and ensure that the kitchen is well stocked with relevant office requirement supplies.
<ul style="list-style-type: none"> To provide written reports as required.
<ul style="list-style-type: none"> Fire evacuation muster station roll caller.
<ul style="list-style-type: none"> To assist with all arrangements for all training sessions and functions, such as, catering, setting up and cleaning up of training/function room, photocopying, purchasing of training supplies.
<ul style="list-style-type: none"> To be aware of policies and trends that impact on the Koorie community.
General Duties
<ul style="list-style-type: none"> To attend staff meetings and participate in professional development programs as directed.
<ul style="list-style-type: none"> Ensure you have a sound knowledge of all VACSAL programs
<ul style="list-style-type: none"> Create a yearly work plan, ensuring it aligns with your KPI's and is in conjunction with your program and the Strategic Plan. Ensure it is updated bimonthly as part of your Supervisor Sessions.
<ul style="list-style-type: none"> Attend bimonthly Supervisor Sessions.
<ul style="list-style-type: none"> Assist with VACSAL community events such as NAIDOC activities, sports carnivals etc
<ul style="list-style-type: none"> Attend VACSAL In Service and AGM annually
<ul style="list-style-type: none"> Undertake other duties that are peripheral to the main tasks, provided that such duties are reasonably within the employee's skills, competence and training.

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander culture and contemporary issues.
- Demonstrated experience or knowledge of working in a similar position.
- Experience and ability to work with Aboriginal organisations and communities and have a proven ability to effectively communicate with Aboriginal people.
- Demonstrated experience and achievement in providing a wide range of administrative support in a complex and demanding work environment.
- Proven ability to be flexible and to manage multiple tasks.
- High levels of motivation and a strong sense of community.
- High level computer skills in word processing, including Microsoft office, PowerPoint, Publisher and email systems.
- An ability to work as a member of a close team and display excellent organisational abilities.
- Ability to work flexible hours when required.
- Ability to travel and possess a current Victorian driver's licence.
- Current Working with children's check
- Current National police check
- Full vaccination against COVID19.

Other Relevant Information:

- After hours work may be required
- The successful applicant will be required to disclose any pre-existing injury/injuries and/or medical condition/s, which could be aggravated by the type of employment they are applying for. The existence of an injury/injuries and/or medical condition/s will not preclude the applicant from employment, unless they are unable to perform the inherent requirements of the position. However, failure to disclose any relevant information may affect a claim for Worker's Compensation.

Applications for this position must include the following:

- 1 Written cover letter that outlines why the applicant believes that he/she would be suitable for this position.
- 2 Detailed Curriculum Vitae that outlines educational and employment background, which must also include at least 3 referees.
- 3 A detailed response to the Key Selection Criteria.
- 4 Applications for this position close on **8 December, 2023** Applications must reach VACSAL office by close of business that day.
- 5 **It is a mandatory requirement that all successful applicants will be required to provide a current Working with Children check, current National Police check and proof of full vaccination against COVID19.**
- 6 Applications must be marked ***Private & Confidential*** and addressed to:

Linda Bamblett
CEO
Victorian Aboriginal Community Services Association Limited
496 High Street
Northcote, VIC 3070
Email: hr@vacsal.org.au

Further information or questions concerning this position can be directed to Pam Aplin, Deputy Chief Executive Officer via email pam.aplin@vacsal.org.au or call 03 94164266.