

Employment

Position Description

Position:	Receptionist
Award:	<i>Lyndoch Living (Health and Allied Services, Manager and Administrative Officers) Enterprise Agreement 2016-2020</i>
Classification:	As per relevant Enterprise Agreement
Status:	As per Contract of Employment
Qualifications:	Formal qualification in Office Administration and/or relevant experience in administration highly regarded

Position Objective(s)

To provide professional, welcoming and friendly Reception and Administration Services to consumers and staff. Actively screen all visitors in accordance to COVID-19 protocols, in a manner which reflects Lyndoch Living as a professional, customer focused organisation.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding

The Lyndoch Way

- To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “nine pillars” have been identified
- **One Team**
We value and recognize individuality as a vital part of developing a unified voice
- **Pride**
We support pride and passion in our work and in doing so, we attract others who share our values
- **Welcoming Workplace**
We encourage warm, friendly and respectful interactions across all aspects of our Services
- **Yes Culture**

We always start with 'yes' in every deliberation

- **Customer Service**
We ensure that customers feel engaged and valued in every interaction
- **Innovation**
We will enhance our services and exceed customers' expectations, by embracing Innovation and fresh ideas
- **Fun and Enjoyment**
We recognize that fun and enjoyment are critical to success
- **Safety**
We actively promote safety through the provision of innovative and high quality training, monitoring of risk and compliance with OHS regulations
- **Social Purpose**
Through the social conscience of our staff and consumers we actively engage with causes that impact our local community

Key Responsibilities and Duties

- Actively screening all consumers and staff to Lyndoch in accordance with Covid-19 protocols using a manual process and/or online Visitor Booking System
- Satisfactorily addressing any concerns promptly with visitors at the time
- Managing representative visits to ensure both residents and their families have an optimum experience
- Provide administrative support and backup for organisational administration as required
- Coordinate incoming mail distribution and prepare outgoing mail for collection
- Liaise and provide directions to staff, Consumers and Visitors to various areas of the facility as required
- Undertake basic monetary transactions
- Provide administrative assistance and support to other departments within Lyndoch where required
- Seek out and disseminate information pertaining to administration as relevant and appropriate
- Provide announcements over the Public Address System as required in relation to activities and emergency situations throughout the facility
- Attend organisational mandatory updates as per organisational requirements
- Have an understanding of the Accreditation process, and be involved in continuous improvement
- Participate in Quality Activities within the administration area as required
- Participate in relevant safety training
- Participate in an annual performance review
- Display a commitment to supporting a discrimination and harassment free work environment
- Other duties as required or as delegated within scope of practice

Organisational Relationships

Reports to:	Residential Intake & Admissions Coordinator
Supervises:	Nil
Internal Contacts:	All Lyndoch staff, Consumers, Families and Carers
External Contacts:	Members of the Public, Contractors and Suppliers

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Experience in administration roles or related areas
- Advanced Reception and Administrative skills demonstrating an attention to detail
- Ability to provide occasional leave coverage when required
- Exceptional customer service skills
- Excellent telephone manner and articulation
- Exposure to maintaining records, databases and registers
- Excellent communication skills and the ability to liaise with a wide variety of stakeholders
- The ability to master system processes quickly and confidently
- Strong time management, attention to detail and organisational skills
- The ability to be flexible and enjoying being part of a team working towards a common goal
- High attention to detail and accuracy
- Sound written communication skills, able to draft correspondence, edit documents and write instructional information
- Strong interpersonal and verbal communication skills, able to communicate with clients and external visitors, managers and staff at all levels and present a professional image
- Excellent keyboard skills and demonstrated competence in the use of business technology and desktop applications including, internet, word, spreadsheet and database packages;
- Excellent time management skills with the ability to effectively plan and organise and coordinate own workload
- The ability to maintain a high level of professionalism and confidentiality
- Ability to work independently, show initiative and work productively within the team environment; and
- Ability to work with minimal supervision and to work to deadlines

Management Skills

The following management skills are required to be utilised:

- Ability to prioritise and complete tasks to an agreed time frame
- Ability to ensure an efficient and effective utilisation of resources
- Open to change initiatives and demonstrate a positive attitude to organisational innovation and change
- Ability to work co-operatively with colleagues regarding administration support
- Ability to work with colleagues to resolve problems and to offer solutions

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Commitment to demonstrating the values of They Lyndoch Way in everything you do
- Demonstrated exceptional Customer Service ethos and commitment to Quality and Continuous Improvement
- Capacity to interact empathetically with Staff and Consumers and communicate effectively
- Provide services that respect individual rights and the needs of all customers
- Demonstrate a strong commitment to best outcomes customer service
- Demonstrate an ability to be part of a team to work to identified goals
- Demonstrate an understanding of Lyndoch Living organisational structure and communication protocols
- Foster and maintain effective communication with all customers, peers and health professionals
- Ability to work well in a team environment and to show initiative as appropriate

General

The following skills are required to be demonstrated:

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Be involved in matters relating to OH&S to achieve a high standard of safety in the work environment
- Participate in relevant training to ensure continued professional development for self-improvement and best practice for the organisation
- Participate in annual performance appraisal
- Respect diversity in values, customs and beliefs
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)

Signature

Date

