



Information Package

Administration Officer / Receptionist (Orange)

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support (formerly Out of Home Care), Youth Specialist Homelessness Services (SHS), Non Placement Support (NPSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP) and Premier's Youth Initiative. The majority of our funding is provided by Family and Community Services.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

Benefits of working with Veritas House

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive, and
- Fair and honest

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about our mission of providing values based and child-centred care, advocacy and support in Central Western NSW, we'd like to hear from you.

Position Advertisement

Administration Officer / Receptionist – full-time, Orange

Veritas House is a vibrant, not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people, their families and carers. We're about to open a brand new office in Orange, and are looking for staff for our growing service.

As the first person our visitors and clients meet, you will be responsible for reception duties as well as:

- Face-to-face, phone and on-line service to our clients, stakeholders and staff
- Coordinating and managing stationery orders, mail, deliveries, equipment service and repairs
- General office administration and support
- Liaising closely with our teams in Bathurst
- \$50-55,000 pa plus super and benefits

To apply for this position:

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Package on our website: www.veritashouse.org.au

Applications close at **9.00 am on Monday, 30th April 2018**

Aboriginal and Torres Strait Islander people and people from a CALD background are warmly encouraged to apply.

To apply for this role

These guidelines aim to assist you in submitting applications for advertised vacancies with Veritas House.

The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took, and summarise the subsequent result. Keep your responses concise and in addition to your resume.
- Be aware of the closing date. If, for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be

- accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position
 - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

Submitting your application

Applications should be submitted via email (by the closing date and time) to:

employment@veritashouse.org.au

Position Description

Position Title:	Administration Officer / Receptionist, Orange
Position Status:	Full-time, Permanent
Reports to:	Corporate Services Manager
Location:	Orange
Relevant Awards:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Community Services Employee – Grade 2, Level 3

Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check

Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

Veritas House – Values

The following core operating values influence the culture and public image of Veritas. They articulate ideals that the organisation aspires to hold itself accountable for and offer guidance about how the organisation behaves in carrying out its mission:

- Compassionate
- Innovative
- Inclusive
- Individualised
- Culturally sensitive and
- Fair and Honest

Primary Objective of the Position

The Administration Officer / Receptionist is the first point of contact for Internal and external contacts. The position represents our values and philosophies in action, and creates a welcoming and supportive introduction to Veritas House by providing quality professional service to all visitors and phone contacts. The position also provides administrative support to staff and programs operating out of our Orange office and coordinates the day-to-day running of the office, under the direction of the Corporate Services Manager.

Your Level of Decision Making and Authority

You are expected to:

- Act within policy and procedure
- Act under the direction of the Corporate Services Manager

Key Competencies

- Computing skills including word processing, spreadsheet programs and Outlook;
- Strong organisational and administrative skills;

- Demonstrated oral and written communication skills;
- Ability to liaise effectively with a range of people including management, other staff, clients and community organisations;
- Ability to work as part of a team and with minimal supervision;

Position Specific Role Specific Responsibilities

1. Reception

- Greet visitors and liaise with relevant employees on arrival;
- Provide a timely, positive, professional and customer focused response to all initial enquiries;
- Answer, screen and direct calls, transferring and taking messages as appropriate;
- Maintain a clean, professional and welcoming reception area;
- Support young people and other visitors in the reception area to observe office guidelines while they wait for other staff to attend to them.

2. Administration

- Manage office supplies and kitchen/bathroom consumables;
- Maintain functionality of photocopiers and printers;
- Maintain security access and issue passes to visitors
- Coordinate mail, couriers and deliveries and distribute in the office
- Organise conference and meeting room bookings
- Monitor and maintain office equipment and inventory of stationary
- Order catering as requested
- Provide support with internal events preparation
- Tidy and maintain reception and meeting rooms
- Tidy and maintain the kitchen; unpacking deliveries
- Schedule staff travel if required
- Support with general office administration

3. Team Participation & Work Management

1. Contribute to the ongoing development of a dynamic, creative and cohesive team;
 - Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
 - Use supervision, professional development and Veritas House performance accountability processes to enhance outcomes for children and young people.

4. Cultural Sensitivity and Appropriateness

- Demonstrate cultural awareness and appropriateness in all interactions with colleagues, clients, providers and others interacting with the service.

5. Accountability

- Accept professional supervision from the Corporate Services Manager;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

6. Work within a Legal & Ethical Framework

- All work must be carried out in accordance with current service policies, procedures, aims and objectives, common law and funding agreement guidelines;
- Maintain and ensure strict confidentiality.

7. Work Health and Safety

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to your Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

8. Other Organisational Requirements

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- Work as an active member of the wider Veritas House team assisting in other appropriate tasks as required, or as directed from time to time a member of the Executive;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation's mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;
- Ensure the effective maintenance and repair of all property, vehicles and equipment to an appropriate standard;
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.

CONDITIONS OF EMPLOYMENT

All Veritas House Inc. workers are bound by the terms and conditions contained in the Veritas House Inc. Letter of Offer, the Position Description, the relevant Industrial Award(s), Veritas House Inc. Policies, Procedures and the Veritas House Inc. Code of Conduct, as amended and as endorsed by the Veritas House Inc. Executive from time to time.

Veritas House Inc. reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by the Executive Officer.

Selection Criteria

Essential:

1. Proven experience on a corporate reception or in an administration role
2. Superior customer service skills and stakeholder management
3. Intermediate to Advanced Microsoft Office experience
4. Ability to manage multiple priorities and meet deadlines
5. Outstanding communication skills - both written and verbal
6. Natural ability to take initiative and be proactive
7. High attention to detail
8. Ability to multitask and work under pressure
9. Ability to work autonomously and be a team player