

# Information Package



## Administration Officer / Receptionist

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), Case Management Support Services (CMSS), Targeted Earlier Intervention (TEI), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Interim Care and the Premier's Youth Initiative. The majority of our funding is provided by the Department of Communities and Justice.

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:

#### Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.

#### Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.

#### Compassion

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.

#### Authenticity

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don't try to be what we're not, and this transparency means others know where they stand with us. Our actions are genuine and without pretence.

If you work with us, you will enjoy:

- Access to not-for-profit **salary packaging** options of up to \$15,900 per year plus meals and entertainment benefits (Salary Packaging can lower your taxable income and help you pay less tax – a great benefit to working for a not-for-profit organisation!)
- **Additional paid leave** once your probationary period is complete (what we call 'Wellbeing Days')
- Discounted **gym memberships**
- Use of a **company vehicle** for all work related travel
- Working for a passionate, locally based **community** organisation that values diversity in all its forms
- Opportunity to **develop your skills** through training and experience
- 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, Bathurst

#### About us:

Veritas House is a vibrant not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people & their families. Veritas currently delivers services in a range of DCJ-funded programs.

#### Why work with us?

As an organisation we value collaboration, authenticity, compassion and relationships and together, we work towards achieving a world where every person feels safe, secure and valued. We do work we're proud of, but we offer more than just the chance to feel good:

- An attractive salary dependent on your qualifications and experience
- Flexible work hours (we will consider full-time and part-time hours)
- NFP salary packaging options up to \$15,900 per year plus meals and entertainment benefits
- Additional leave once your probationary period is complete
- Discounted gym memberships
- Working for a passionate, locally based community organisation
- Opportunity to develop your skills working within a trauma and developmentally informed team.

#### About the Position:

We have an exciting new position for a Receptionist/Administration Officer to join our team. The Administration Officer / Receptionist is the first point of contact for visitors and staff at the office. The position also provides administrative support to the agency's staff and programs, in particular the Clinical and Consultation Services team. The role coordinates the day-to-day running of the office location, under the supervision of the Corporate Services Coordinator.

The role is highly varied and requires a person who is energetic, self-motivated and who has great attention to detail. The Administration Officer / Receptionist:

- Provides timely, positive, professional & customer-focused to all stakeholders;
- Manage and utilise practice systems for appointment management and billing for the Clinical and Consultation Services team;
- Coordinates and manages stationery orders, mail, deliveries, equipment service and repairs;
- Maintains presentation and organisation of meeting rooms and other shared office spaces, including storage areas;
- Provides general office administration and support to the team.

#### About you:

The successful person will represent our values and philosophies and create a welcoming and supportive introduction to Veritas House.

#### Selection Criteria

1. Proven experience in a reception/administration role.
2. Demonstrated experience working with Practice Management Systems (eg Halaxy, or similar systems).
3. Superior customer service and communication skills.
4. Intermediate to Advanced skills using Microsoft Office applications.
5. Natural ability to take initiative and be proactive to prioritise work.
6. Strong attention to detail.
7. Ability to work autonomously while being a great team player
8. Driver's licence and full COVID-19 vaccination.

**To apply:**

Send your resume and a cover letter addressing the selection criteria to: [employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)

Any questions about the role call also be addressed to this email address.

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](http://www.veritashouse.org.au)

**Applications close at 9.00 am on Monday 23<sup>rd</sup> May 2022.**

*We hire on merit alone and welcome the true, authentic and diverse person you are.*

*We value a team as diverse as our community! Irrespective of your culture, ethnicity, race, gender identity, age, linguistic background, religion, disability or sexual orientation – we welcome the unique contributions that you can bring to the Veritas House team, and celebrate diversity in everything that makes you, YOU!*

## How to apply for this role

These guidelines aim to assist you in submitting applications for 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 (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. You may choose to use our handy template to assist you. This can be found on the careers page on our website.
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

Email your application (by the closing date and time) to: [employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)

## Position Description

<b>Position Title:</b>	Administration Officer / Receptionist
<b>Reports to:</b>	Corporate Services Coordinator
<b>Program:</b>	Corporate Services
<b>Location:</b>	Bathurst
<b>Relevant Awards:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	Community Services Employee – Level 3.1 – 3.4

### Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Full vaccination against Covid-19

### 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

Our core operating values influence the culture and public image of Veritas. They articulate ideals that we aspire to hold ourselves accountable for and offers guidance about how we behave in carrying out our mission.



### Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.



### Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.



### Compassion

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.



### Authenticity

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don't try to be what we're not, and this transparency means others know where they stand with us. Our actions are genuine and without pretense.

### 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 provides administrative support to the agency's staff and programs, in particular the Clinical and Consultation Services team and coordinates the day-to-day running of the applicable office location, under the supervision of the Corporate Services Coordinator.

### **Your Level of Decision Making and Authority**

You are expected to:

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

### **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, service users and community organisations; and
- 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 & customer-focused response to all initial enquiries;
- Answer, screen and direct calls, transferring and taking messages as appropriate;
- With strong attention to detail, manage and utilise practice systems for appointment management and billing for the Clinical and Consultation Services team;
- Maintain a clean, professional and welcoming reception area;
- Support young people and other visitors in the reception area to observe office guidelines, including checking-in, while they wait for other staff to attend to them.

#### **2. Administration**

- Purchase and manage office supplies and kitchen/bathroom consumables;
- Maintain functionality of photocopiers and printers;
- Maintain security access, including staff security pin-codes;
- Coordinate mail, couriers and deliveries, unpack as required and distribute in the office;
- Organise conference and meeting room bookings, including assistance with IT needs such as Zoom or cabling requirements;
- Monitor and maintain office equipment and inventory of stationery;
- Order catering as requested;
- Provide support with preparing and planning for events, fundraising and other marketing-related activities;
- Regularly tidy, sanitise and maintain Board and meeting rooms, the kitchen and other shared office spaces, including storage areas;
- Coordinate approved staff travel, including booking flights, accommodation, etc;
- Coordinate the motor vehicle fleet management and use, including Pool Car administration, vehicle cleaning and maintenance;
- Assist in coordinating IT support for the office, including maintaining a list of weekly jobs for technicians, setting up workstations and onboarding mobile phones for new staff, etc;
- Coordinate archiving support services, including liaison with Grace Records, maintaining the online database, arranging the delivery and return of archiving boxes, etc;
- Support with general office administration, including letter-writing, photocopying, etc.

## **Other Duties and Responsibilities:**

### **Team Participation & Work Management**

1. Contribute to the ongoing development of a diverse, inclusive, 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, team meetings and Veritas House performance accountability processes to enhance outcomes for children and young people.

### **Cultural Sensitivity and Appropriateness**

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

### **Accountability**

- Accept line supervision from your Coordinator/Team Leader/Manager;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Attend team meetings as requested;
- Have a clear understanding of confidentiality and privacy issues pertinent to service users, staff and the Agency;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

### **Work within a Legal & Ethical Framework**

- All work must be carried out in accordance with Veritas House policies, procedures, aims and objectives, relevant funding agreement guidelines and legislation;
- Maintain and ensure strict confidentiality;
- At all times demonstrate commitment to the Staff Code of Conduct;
- Comply with all relevant legislation.

### **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 Team Leader/Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

### **Other Organisational Requirements**

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- 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 workers are bound by the terms and conditions contained in the Veritas House Employment Agreement, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the Veritas House Staff Code of Ethics and Conduct, as amended and as endorsed by the Veritas House Executive from time to time.

Veritas House 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 an Executive Officer.

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