

Reception / Community Engagement Worker

Position:	Reception / Community Engagement Worker
Status:	Permanent
Hours of work:	Full-time / Part-time
Responsible to:	Coordinator / Administrator
Salary:	Commensurate with experience under the SCHCADS Award Level 3

Employees may be required to work outside ordinary hours.

Organisation

The North Queensland Combined Women's Services Inc (NQCWS) operates from a broad feminist perspective and is welcoming of all women. The Centre's feminist philosophy embodies an analysis of the subordinate (secondary) position of women in society with a strong commitment to personal and social change.

NQCWS is housed at The Women's Centre, and offers a Specialist Homelessness Service, the Townsville Sexual Assault Support Service and a Women's Health Service. The Women's Centre also provides crisis to medium term counselling, group work, information, support, advocacy, outreach, home visits and appropriate referrals to other service providers.

While working with women, both individually and in groups, The Women's Centre aims to promote social and political change by validating women's stories and experiences, advocating for women's rights through awareness raising, community education and social action.

Purpose

Employees are engaged for the purpose of managing the reception at the Women's Centre during opening times. Employees must respond proactively and supportively to all women who access the centre, and to all other inquiries.

- Provide first contact for women contacting the Women's Centre, at the centre during business hours.
- Provide a welcoming and supportive response to women accessing the service.
- Provide an immediate response to women in regards to a wide range of issues they could be facing
- Provide telephone intervention at the Centre
- Provide community engagement function for the organisation

Accountability

The Reception / Community Engagement Worker is accountable to the Management Committee, the Coordinator, the Senior Counsellor, the Administrator, the staff team, and service users.

Responsibilities

- To demonstrate an understanding and commitment to feminism and to foster an environment dedicated to the celebration and promotion of feminist principles.

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- To work towards achieving the general aims of NQCWS.
- To maintain a commitment to Social Justice Issues.

Duties

- Use the Practice Guide to support and provide clarification of the tasks to be performed for this position
- Conduct the functions of front office reception to welcome all women to the Centre
- Attend to all incoming telephone calls, emails and women presenting at the Centre
- Provide appropriate intake, assessment, and crisis support to women accessing the Centre at reception
- Notify appointment arrivals, cancellations and re-bookings in a prompt and timely manner
- Provide information and referral as required to service users
- Accurately record reception information on internal referral database
- Record visitor, service user and staff contact statistical data
- Support women to access the telephone and the computer
- Take responsibility to create, maintain and display current service and event information on internal and external information boards
- Effectively communicate across social media and web platforms to inform clients, staff and external agencies of current service information
- Create, maintain and circulate the Centre's monthly Calendar
- Respond and communicate fundraising and donation activity
- Assume responsibility for the tidy, timely and appropriate management of reception, consumables, communal areas, kitchen, garden and workspace
- Oversee the security of the Centre, and conduct tasks to open and close the Centre
- Observe WH&S and collaborate with Administrator to update registers for consumables used at the Centre
- Respond appropriately to situations requiring First Aid and emergency services
- To participate with the Coordinator, staff, and Management Committee in Women Centre meetings, in policy formulation and the quality systems of the organisation
- Attend staff meetings as required, participate in team work, share on a rotating basis responsibility for taking minutes and facilitating meetings
- Other administrative tasks as requested by the Coordinator and Administrator

Selection Criteria

Experienced in frontline reception and office administration roles of human services sector

Demonstrated experience of the ability to communicate at all levels across cultures

Experience with rapid response team work in a fast paced environment

Demonstrated competence in organisational, administrative and time management skills

Demonstrated skills with Microsoft Office suite of programs, online database and IT systems

Current or eligible to hold Working with Children Blue Card

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Current valid Queensland, Open, C class driving licence

Desirable Criteria

Year 12 qualification and tertiary certificate education, and /or equivalent experience in front office business administration

Current First Aid certificate, or willing to gain certification

Ability to create promotional material for groups, events and displays

Experience of not-for profit community service organisation