

**POSITION DESCRIPTION**

<b>POSITION TITLE</b>	<b>Intake and Reception Officer</b>		
<b>POSITION OVERVIEW</b>	The Woden Community Service (WCS) Intake and Reception Officer plays a crucial role in the efficient operations of WCS. This position serves as the first point of contact for individuals seeking assistance, ensuring a welcoming and supportive environment. The role involves facilitating the intake process, gathering essential information from clients and directing them to appropriate services within and external to the organisation.		
<b>CLASSIFICATION</b>	WCS Level 4	<b>SERVICE AREA</b>	Mental Health and Community Access
<b>EMPLOYMENT STATUS</b>	<input type="checkbox"/> Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> Casual		<b>HOURS PER WEEK</b> 22.5 hrs
<b>LOCATION</b>	Community Hub – Woden Westfield		
<b>IMMEDIATE MANAGER</b>	Team Leader Community Access		
<b>INDUSTRIAL AGREEMENT</b>	Woden Community Service Inc – Caring for our People, Building our Capability to Serve - Enterprise Agreement 2021-2023		
<b>REPORTING RELATIONSHIPS</b>			
<b>NO OF DIRECT REPORTS</b>	0	<b>NO OF INDIRECT REPORTS</b>	0
<b>KEY RELATIONSHIPS</b>			
<b>INTERNAL</b>	WCS program employees, WCS executive, WCS leadership, Corporate Services		
<b>EXTERNAL</b>	Community sector providers, government agencies, participants and their carers, members of the general community.		
<b>KEY ACCOUNTABILITIES</b>			
<p><i>Responsibilities</i></p> <ul style="list-style-type: none"> <li>• Greet and assist participants, visitors and stakeholders in a professional matter.</li> <li>• Manage phone calls, emails and in-person enquiries, providing accurate and timely information. Provide follow up information and support where required.</li> <li>• Conduct a basic and initial assessment of clients' needs through effective questioning and active listening.</li> <li>• Maintain accurate and up-to-date information regarding WCS's service offering across the organisation.</li> <li>• Collect and record relevant client information, ensuring accuracy and confidentiality, not taking any more information than what's necessary.</li> <li>• Assist clients in completing necessary forms and paperwork for program enrolment.</li> <li>• Direct clients to appropriate internal programs or external community services based on their needs.</li> <li>• Collaborate with internal staff to facilitate seamless transitions for clients between services.</li> <li>• Maintain accurate and up-to-date data specific to our key performance indicators set out by our funders and key partners.</li> <li>• Participate in reporting processes.</li> <li>• Provide administrative assistance specific to the daily running of the Community Hub, including scheduling bookings, maintaining staff ratios and maintaining equipment and office supplies.</li> </ul>			

- Facilitate the effective operations of the Little Pantry, including supporting clients to access emergency food supplies daily.
- Maintain confidentiality and privacy standards.
- Contribute to the ongoing evaluation of service delivery by recommending and implementing agreed continuous improvement initiatives.
- Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally. Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Actively participate in staff/team meetings, organisational activities and various community events.
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisational goals and timeframes.
- Perform other duties as directed by the Manager.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.
- Apply National Principles for Child Safe Organisations, as applicable for the role.

### EXPERIENCE & QUALIFICATIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Previous experience in a similar role within the community sector.</li> <li>• Minimum certificate III in community services or similar.</li> <li>• Strong communication (both written and verbal) and interpersonal skills to engage effectively with client and colleagues.</li> <li>• Empathy and sensitivity to the diverse needs of the community.</li> <li>• The ability to navigate the services and supports available to vulnerable people within Canberra.</li> <li>• Organisational skills and attention to detail.</li> <li>• Proficient in using office software and database systems.</li> <li>• The ability to communicate with service users in crisis or in distress.</li> <li>• Experience in utilising and facilitating booking systems, calendars and referrals.</li> <li>• Ability to exercise judgement and discretion in handling sensitive and confidential enquiries and information.</li> <li>• Demonstrated ability to establish rapport and build and maintain sound relationships with individuals, carers and families based on mutual respect and trust.</li> <li>• Demonstrated understanding of professional boundaries, privacy and confidentiality.</li> <li>• Demonstrated ability to work with limited supervision.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience working with people who need immediate assistance and/or in crisis.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.</li> <li>• Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.</li> </ul>

<b>Document History</b>	<b>Original:</b> January 2024	<b>Revised:</b> June 2024	<b>Version:</b> V2
<b>Employee's name</b>		<b>Signature</b>	<b>DATE</b>