



<b>Position title</b>	Receptionist
<b>Group</b>	Operations
<b>Employment status</b>	Full time, ongoing
<b>Salary Range</b>	As per SCHCADS Award
<b>Position reports to</b>	Facilities Coordinator
<b>Location</b>	Abbotsford and Collingwood Offices
<b>Delegation</b>	N/A

**Organisation environment**

Djirra<sup>1</sup> is an Aboriginal Community Controlled Organisation with over 20 years’ experience accompanying Aboriginal and Torres Strait Islander women, and their children, on their individual journeys. We find solutions through Aboriginal and Torres Strait Islander women sharing their stories, journeys, and experiences. Djirra celebrates women’s strength and resilience. We are committed to a future without family violence.

We deliver holistic, culturally safe, specialist family violence support, legal services and case management, alongside cultural and wellbeing workshops and programs. Our services have state-wide reach, touching every part of Victoria to meet the needs of Aboriginal and Torres Strait Islander women. Self-determination is the foundation of everything we do.

Djirra amplifies the voices of Aboriginal and Torres Strait Islander women. We advocate for system-wide change to improve access to justice, eliminate systemic violence, and strengthen women’s resilience.

We are an active member of the National Family Violence Prevention and Legal Services Forum, the peak body for Aboriginal and Torres Strait Islander people who are experiencing or at risk of family violence.

**Role purpose**

The position sits within the Operations team, reporting to the Facilities Coordinator and will work across both the Abbotsford and Collingwood offices. They will provide administrative and operational support to all Djirra locations and teams, in addition to providing assistance as required on reception in Abbotsford.

The incumbent is expected to provide a high level of customer service and ensure the reception area operates effectively and is professionally always maintained.

**Key accountabilities**

- Attend to incoming telephone calls and queries to reception
- Process daily correspondence, including incoming and outgoing mail, parcels, and courier services
- Management of general incoming email enquiries and circulating accordingly
- Maintain operational administration registers and documentation as directed
- Coordinate the booking of meeting rooms, travel, training and catering as directed
- Purchase and maintain an inventory of stationery, kitchen/bathroom supplies, photocopier/printer consumables and IT equipment for the organisation, and other supplies as delegated by the Facilities Coordinator

<sup>1</sup> Djirra is the Woiwurrung word for the reed used by Wurundjeri women for basket weaving. Traditionally, when women gathered to weave, important talks took place and problems were solved. Djirra symbolises Aboriginal women today, still coming together to share stories, support each other and find solutions.





- Ensure Djirra promotional material is displayed
- Ensure reception, kitchen area and client facing meeting rooms are kept tidy and well presented.
- Contribute to and support Djirra events, campaigns and projects as required
- Provide support as required for all Djirra visitors entering and leaving the building (including COVID-19 screening as required)
- Attend and participate in team meetings, all staff meetings and other meetings as required.
- Provide additional facilities and administration support as directed by the Facilities Coordinator.
- Be able to work across both the Abbotsford and Collingwood offices weekly.

**Occupational Health and Safety**

- Follow, and help others to follow, all health and safety procedures, and participate in all relevant training and complete timely reporting of any hazards, injuries or incidents.
- Proactively report on opportunities for improved health and safety.

**Decision making authority**

- All decision making within scope of responsibilities
- Recognise when to involve / escalate to your manager.

**Key interactions**

- Internal: Operations Manager, Human Resources Advisor, Facilities Coordinator, Koori Women’s Place (KWP) other employees
- External: Callers & Visitors, IT Helpdesk, suppliers, contractors, cleaners

**Key selection criteria**

<p><b>Professional / Functional Skills</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrated capacity to manage sensitive information, maintain confidentiality and always remain impartial.</li> <li>• Demonstrated knowledge and understanding of Victorian Aboriginal communities.</li> <li>• Demonstrated ability to work or learn to work with Aboriginal organisations, communities and individuals in culturally appropriate ways as well as mainstream organisations.</li> <li>• Maturity, flexibility and empathetic to the needs of Aboriginal victims and survivors of family violence, particularly women.</li> <li>• Demonstrated ability to provide professional, customer service to all internal and external stakeholders.</li> <li>• Demonstrated ability to effectively undertake general office administration.</li> <li>• Reliable, friendly and team orientated.</li> <li>• Demonstrated ability to work independently and as part of a team.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience working in a community-based organisation.</li> </ul>
<p><b>Competency</b></p>	<ul style="list-style-type: none"> <li>• Comfortable speaking to new people with the aim of putting them at ease and finding out how Djirra can assist them</li> <li>• Able to be flexible and adapt to changing situations from time to time without feeling overwhelmed or uncomfortable.</li> <li>• Strong communication, assertiveness and negotiation skills.</li> <li>• Highly organised with ability to plan, prioritise and complete own work efficiently and accurately with minimal supervision.</li> </ul>



<b>Technical Skills</b>	<ul style="list-style-type: none"><li>• Intermediate PC skills, including strong familiarity with MS suite of programs.</li><li>• Demonstrated experience using reception phone systems.</li></ul>
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**Qualifications**

<b>Essential</b> <ul style="list-style-type: none"><li>• A minimum of 2 years' experience in providing reception and administrative duties.</li></ul>
<b>Desirable</b> <ul style="list-style-type: none"><li>• Experience in an Aboriginal Community Controlled, legal and/or community setting.</li><li>• Diploma in business administration (or equivalent qualification)</li></ul>

**Workplace health and safety**

Djirra is committed to providing and maintaining the health and safety of its employees.

All staff at Djirra are expected to champion proactive and positive health and safety practices in the workplace and when working offsite by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner. Staff are encouraged to undertake related training e.g. – First Aid training, Fire Warden, etc.

Information about these policies is contained in Djirra’s Human Resources Policy Manual.

**We are a Child Safe Organisations**

Djirra is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Djirra is subject to a satisfactory Australian Criminal History Check and an *Employee Working With Children* Check (in Victoria).

An International Police Check will also be required if you have resided continuously in an overseas country for 12 months or more in the last ten years.

**Other important information**

Djirra’s employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to:

- Code of Conduct Policy
- Occupational Health and Safety Policy
- Social Media Use Policy
- Privacy Information Policy
- Conflict of Interest Policy
- Volunteer Policy

Information about these policies is contained in Djirra’s Human Resources Policy Manual.

All Djirra workers - including employees, volunteers, contractors, and students on placement - must either:

- be fully vaccinated against COVID-19, or
- hold a completed and signed Australian Immunisation Register medical exemption.

Djirra requires this of anyone who is working remotely or virtually with or for Djirra, as well as those working face to face. This is to ensure we are consistently promoting, supporting, and re-enforcing the importance of vaccination for the communities Djirra works with, and for all our staff.

We require evidence from each person we engage that they meet the requirements.





### ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

**Employee name:**

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**Employee signature:**

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**Date:**   /   /

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**Manager's name:**

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**Manager's signature:**

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**Date:**   /   /

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### HR CHECKLIST

- Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.
- Place one copy of completed form and any attachments on the employee's Performance File.
- Retain original completed form and any attachments on the employee's Personnel File.

**Initials:** \_\_\_\_\_

**Date:**   /   /