



POSITION DESCRIPTION – Administration Officer/Receptionist/Site Liaison

Position	Administration Officer/Receptionist/Site Liaison
Service / Program	Mental Health and Drug and Alcohol Services
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services Level 1
Reports to	Team Leader – EIPSR Restart
Effective Date	December 2025

Key Deliverables

- Reception duties including answering phones, booking, confirming appointments, preparation and data entry as required.
- Assessing for quality, safety and risk and taking actions that keep reception area, customers, community and staff safe.
- Meet and greet clients and centre visitors, provide exceptional customer service.
- Ensure all incoming phone calls/voice messages are attended to in a prompt and courteous manner.
- Assist with the setup of the centre ensuring the reception and consultation rooms are prepared each day.
- Assist in the administrative functions for meetings and events including taking meeting minutes, including scheduling room bookings, and ordering of catering if required.
- Petty cash reconciliation, postage of mail, and attending to daily external mail and internal site deliveries.
- Support for other internal programs when required.
- Fostering and promoting an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled.
- Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.
- Willingness to be flexible with days/hours worked.
- Any other duties as requested by the Senior Administration Officer or Site Manager.

Skills

- **Interpersonal Skills:** Strong skills in understanding client needs.
- **Self-Improvement:** Open to feedback and self-care for personal growth.
- **Compassion:** Promotes hope, optimism, and compassion.
- **Client-Focused Approach:** Non-judgmental, client-focused approach.
- **Teamwork:** Collaborative and flexible team player.
- **Ability** to work independently, with limited supervision



Experience

- Demonstrated computer literacy in Windows, Word, Email and Excel.
- Demonstrated experience working in an administrative and/or reception role within a similar environment.
- Demonstrated ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Strong understanding of the importance of confidentiality.

Qualifications/Licenses

- Minimum Certificate IV level in Business Administration and/or demonstrated experience in administration.
- Current state-based driver's licence.
- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe



and supportive workplace for all. These considerations extend to all of our customers inclusive of priority populations.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications •

Relevant tertiary qualifications.

- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Compliance

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.