



POSITION DESCRIPTION

Position Title:	RECEPTIONIST / ADMINISTRATION OFFICER	Version:	1.3		
Position Reports to:	Neighbourhoods Coordinator				
Department:	Neighbourhoods Team	Term:	Permanent Part Time		
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)				
Role Level:	Worker	Direct Reports:	No	Classification Level:	2
Date reviewed:	01/2024	Reviewed by:	HR, CEO	Date next review:	01/2026

ORGANISATIONAL ENVIRONMENT

Encircle Ltd. is a community-owned and operated organisation offering a range of support services and activities directly to families and individuals across the Moreton Bay region and the greater North Brisbane area.

Operating since 1987 we are committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs. Encircle operates across Moreton Bay and surrounds from seven sites including Redcliffe, Kallangur, Lawnton, Strathpine, Caboolture, Kedron and Zillmere. We have approximately 60 staff and 150 volunteers who support our programs and activities and provide a wide variety of integrated options for people in our region.

Our Vision:

Our communities will thrive and be resilient by being engaged, connected, and supported.

Our Mission:

To be a responsive, adaptive, and sustainable organisation to meet the changing needs of our communities.

Neighbourhood Centres at Encircle

Our Neighbourhood Centres are located in Pine Rivers, Redcliffe and Kallangur and support Encircles' vision for communities to be connected resilient and thriving. A large proportion of community members engage with us initially through our doors or over the phone seeking support with their immediate needs. This may include a hot meal or drink, food parcel, access to laundry facilities, therapeutic and financial counselling, early intervention assistance to avoid homelessness, or to join one of the community groups that call our Centres home. The Neighbourhood Centres are supported by a team of very passionate, qualified and skilled people which include the Community Development Team, Reception and Volunteer Teams.

About the role:

To be the first point of contact for our Neighbourhood Centres, working within a strength-based framework, to provide information and referrals to all visitors and inquiries to assist our community to be engaged, connected and supported.

Working in collaboration with the Community Development Team to provide front of house support to Encircle Neighbourhood Centres.

To ensure all visitors, clients and inquiries are managed efficiently and effectively in accordance with organisational policies and procedures.

Provide administration support to Neighbourhood Centres including all front of house activities, volunteer records management, data collection and referrals.

Capabilities to be successful in this role

The ideal candidate will be able to demonstrate:

- Intermediate skills with Microsoft Office suite
- Work effectively as a collaborative team member
- Culturally diverse
- Ability to work independently
- Sound problem solving skills
- Multitasking and time-management skills, with the ability to prioritise tasks
- Understanding of Social Justice Principles

Required Qualifications and Experience

- Minimum of Cert III in Administration or equivalent experience or qualification
- A minimum of 1 years' experience as a Receptionist, Front Office Representative or similar role
- Some experience working with Volunteers
- Experience working in a community services organisation

Key Selection Criteria

- KSC1:** High levels of professionalism, confidentiality and discretion.
- KSC2:** Demonstrated understanding of Social Justice principles.
- KSC3:** Well-developed communication skills including de-escalation and conflict resolution.
- KSC4:** Demonstrated intermediate Computer skills including Microsoft software applications and the management of client records, database use, collection of statistical data and report collating.
- KSC5:** A team player with a professional and courteous manner.
- KSC6:** Experience in community services organisations such as: social work, crisis services or similar services assisting those at a significant disadvantage.
- KSC7:** Demonstrated understanding of the needs, issues, and sensibilities of all people, including First Nations peoples and those from culturally and linguistically diverse backgrounds.

Key Documents

- Encircle Policy and Procedures

Employee Name: _____

Employee Signature: _____

Dated: _____

