

POSITION DESCRIPTION

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|------------------------------|--|--------------------------|---------------------|
| Position Title: | RECEPTIONIST / ADMINISTRATION OFFICER | Version: | 1.4 |
| 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: | 09/2025 | Reviewed by: | HR, CEO |
| | | Date next review: | 09/2027 |

ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd (Encircle) is the preferred Community Services provider in the City of Moreton Bay. We are a community-owned and operated organisation offering a range of support services and activities directly to families and individuals living in Moreton Bay and the greater North Brisbane area.

Since 1987, we have been 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 six sites including Kallangur, Lawnton, Redcliffe, Strathpine, Caboolture and Kedron. We have 80 staff and approximately 85 volunteers. Our programs and activities demonstrate a wide variety of integrated options for the people in our region.

Our Vision:

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

Our Purpose:

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, Intake and Response, Reception and Volunteer Teams.

About the role:

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

The ability to assist and support vulnerable community in a fast-paced busy environment who at times may present to the Centre in crisis to be engaged, connected, supported and feel empowered.

Working in collaboration with the Intake and Response Team and 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
- Energetic and motivated
- 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 in a fast-paced busy environment or similar role
- Experience working with difficult clients, de-escalation, conflict resolution skills and/or ability to obtain, undertake training
- Must have working with Children Blue Card check
- Drivers Licence
- Ability to obtain and hold a First Aid & CPR certification
- 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 challenges and needs of community members, including First Nation Peoples, people with culturally and linguistically diverse and LGBTI+ backgrounds and other vulnerable population groups.

Key Documents

- Encircle Policy and Procedures

Employee Name: _____

Employee Signature: _____

Dated: _____

