



POSITION DESCRIPTION

Position Title:	RECEPTIONIST			Version:	1.4
Position Reports to:	Administration Team Leader				
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:	06/2026	Reviewed by:	HNM, HR, CEO		Date next review: 11/2027

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:

The people of Moreton Bay are supported to live with dignity through access to basic human rights including safety, shelter and freedom of choice.

Our Purpose:

Support and Advocate for the people of the City of Moreton Bay through: Leading, Advocating, Aligning, Seeking, and Learning.

Neighbourhood Centres at Encircle

Encircle's Neighbourhood Centres are located in Kallangur, Lawnton and Redcliffe and are community hubs where people can access information, support, referrals, practical assistance and opportunities to connect with others.

Many people who access our Centres are experiencing some of the most challenging circumstances life can present. This may include:

- Homelessness or housing insecurity
- Financial hardship
- Food insecurity
- Domestic and family violence
- Mental health challenges
- Substance misuse issues
- Social isolation
- Family breakdown
- Lack of support networks

Our Centres provide practical support including information, referrals, access to services, food relief, community meals, a safe and welcoming environment, laundry facilities and opportunities for community connection. For many people, walking through our doors is the first step in seeking help and hope.

ABOUT THE ROLE

The Neighbourhood Centre Receptionist is the first point of contact for community members accessing Encircle's services. The role provides welcoming, professional and responsive front-of-house support, ensuring community members are treated with dignity, compassion and respect at all times.

This is not a traditional reception role.

Our Neighbourhood Centres are often accessed by people experiencing some of the most difficult circumstances life can present. Community members may be experiencing homelessness or housing insecurity, financial hardship, domestic and family violence, mental health challenges, substance misuse, social isolation, food insecurity, or a lack of support networks. For many people, walking through our doors is their first step towards seeking help. The Receptionist plays a critical role in creating a safe, welcoming and non-judgemental environment where people feel heard, respected and supported. The role may involve engaging with community members who are distressed, anxious, frustrated, traumatised, overwhelmed or occasionally confrontational due to the circumstances they are experiencing.

Success in this role requires a high level of emotional intelligence, resilience, professionalism and the ability to remain calm under pressure. The successful incumbent will understand that heightened emotions are generally a reflection of a person's circumstances and not a personal attack. They will be able to apply trauma-informed approaches, de-escalation techniques and sound professional judgement while maintaining appropriate boundaries and ensuring the safety and wellbeing of all centre users. Working closely with Intake & Response, Community Development and other Neighbourhood Centre staff, the position provides information, referrals, administration support and practical assistance to facilitate access to services, programs and community resources. This may include providing information regarding food relief, emergency relief, support services, community programs and other assistance available within the community.

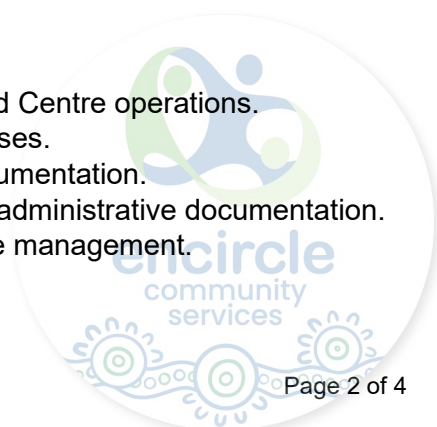
KEY RESPONSIBILITIES

Front of House Services

- Act as the first point of contact for community members, visitors and stakeholders.
- Provide a welcoming, professional and compassionate reception service.
- Respond to enquiries in person, by phone and electronically.
- Provide information regarding available services, programs and community resources.
- Facilitate referrals and connections to appropriate internal and external supports.
- Support community members presenting with immediate needs in a respectful, trauma-informed and person-centred manner.
- Respond calmly and professionally to individuals presenting in crisis, distress, frustration or heightened emotional states.
- Apply effective de-escalation techniques to diffuse challenging situations and maintain a safe environment.
- Maintain professional boundaries while demonstrating empathy, compassion and respect.
- Recognise signs of escalation and seek support from colleagues and leaders as appropriate.
- Contribute to maintaining a physically and psychologically safe environment for community members, volunteers and staff.
- Maintain public and reception areas to a high standard, ensuring the Centres present a welcoming, safe and professional environment.
- Actively uphold Encircle's values of Compassion, Respect, Trust and Integrity in every interaction.

Administrative Support

- Provide administrative support across Neighbourhood Centre operations.
- Maintain accurate records, filing systems and databases.
- Assist with data entry, client records and service documentation.
- Support preparation of reports, correspondence and administrative documentation.
- Assist with booking systems, schedules and resource management.



Volunteer & Centre Support

- Support the administration and record management of volunteers.
- Assist with maintaining visitor, volunteer and program records.
- Support centre-based activities, events and community programs as required.
- Assist with the setup and pack down of activities, events, meetings and community programs.
- Support the preparation of rooms, resources and equipment.
- Assist in maintaining welcoming, safe and organised centre environments.

Team Participation

- Participate in team meetings, supervision and professional development activities.
- Contribute to continuous improvement activities.
- Work collaboratively across Housing & Neighbourhoods services.
- Undertake other duties relevant to the role as required

KEY POSITION OUTCOMES

- Community members receive welcoming, professional and responsive support upon accessing Encircle's Neighbourhood Centres.
- People experiencing crisis, hardship or vulnerability feel respected, heard and supported.
- Challenging interactions are managed calmly, professionally and safely.
- Appropriate de-escalation techniques are applied when community members present in distress or heightened emotional states.
- Community members are connected to relevant services, programs and supports.
- Administrative records and documentation are maintained accurately and in accordance with organisational requirements.
- Positive relationships are maintained with clients, volunteers, staff and stakeholders.
- Reception and public areas are welcoming, safe and reflective of Encircle's values.
- Professional boundaries are maintained at all times.
- Encircle's values of Compassion, Respect, Trust and Integrity are consistently demonstrated in practice.

POSITION REQUIREMENTS

Qualifications & Experience

- Certificate III in Business Administration, Community Services or a related discipline, or an equivalent combination of qualifications and experience.
- Experience in a reception, administration, customer service or community services role.
- Experience working in a busy environment with competing priorities.
- Experience working with vulnerable individuals or within community services is highly desirable.
- Experience managing difficult, distressed or emotionally heightened customer presentations is highly desirable.

Capabilities

- Exceptional customer service and interpersonal skills.
- Ability to communicate effectively with people from diverse backgrounds and lived experience.
- Demonstrated resilience and emotional intelligence.
- Ability to remain calm, professional and effective when engaging with people experiencing crisis, trauma or distress.
- Demonstrated ability to apply de-escalation and conflict resolution skills.
- Strong organisational and administrative skills.
- Experience using Microsoft Office applications and electronic databases.
- Ability to manage competing priorities and adapt to changing demands.
- Understanding of confidentiality, privacy and professional boundaries.
- Commitment to social justice, inclusion and respectful practice.
- Understanding of trauma-informed and strengths-based approaches.
- Ability to contribute positively to team wellbeing and seek support when required.

Other Requirements

- Current Blue Card.
- Current Queensland Driver Licence.
- Current First Aid and CPR Certificate, or willingness to obtain.
- Current National Police Check.

KEY SELECTION CRITERIA

1. Customer Service, Community Engagement & Compassionate Practice

Demonstrated ability to provide welcoming, professional and respectful service to community members, visitors and stakeholders, including individuals experiencing crisis, hardship and vulnerability.

2. Reception & Administrative Support

Experience providing reception, administration and office support within a busy environment while maintaining quality service delivery and attention to detail.

3. Communication & Interpersonal Skills

Highly developed communication and relationship-building skills, including the ability to engage effectively with people from diverse backgrounds and experiences.

4. Record Management & Digital Skills

Experience using Microsoft Office applications, databases and administrative systems while maintaining accurate records and documentation.

5. Organisation & Teamwork

Demonstrated ability to manage competing priorities, work collaboratively and contribute positively within a team environment.

6. Working with Priority Communities

Understanding of the needs and experiences of First Nations peoples, CALD communities, LGBTQIA+ communities, older people and individuals experiencing disadvantage.

7. Resilience, De-escalation & Professional Boundaries

Demonstrated ability to remain calm, resilient and professional when engaging with individuals experiencing crisis, trauma, distress, frustration or heightened emotional states. Experience applying de-escalation techniques, maintaining professional boundaries and contributing to safe service environments.

8. Values-Based Practice

Commitment to Encircle's values of Compassion, Respect, Trust and Integrity and the ability to consistently demonstrate these values in all aspects of service delivery.

Key Documents

Encircle Policy and Procedures

