



POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: R-1102

Date reviewed/created: August 2024

POSITION TITLE: Reception – Administrative Officer

TEAM: Administration Support

LOCATION: Sydney Metropolitan Area

AGREEMENT: “NSW (Non-Declared) Affiliated Health Organisations’ Health Employees Agreement”.

CLASSIFICATION: Administrative Officer Level 2

A generous salary packaging scheme is also offered.

VACCINATION REQUIREMENT: Category A

PERIOD OF APPRAISAL: Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS’ service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS’ approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

Background to the Program Area of the position

The administration for STARTTS consists of a large team of staff covering five main sites, Head Office at Carramar, branch offices at Auburn, Blacktown, Fairfield and Liverpool. Reception staff is the first point of contact for those clients coming face to face with the Agency and it is for this reason that the role is very important as this is the window to our practice. Reception staff also assist in the general administration and support of the office environment including facilities, administrative support and events support.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Administrative Services Team Leader.
2. Responsible for: Nil.

ESSENTIAL REQUIREMENTS:

1. Effective oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office.
2. Proven listening and questioning skills applied to a multicultural background customer service environment.
3. Proven experience on a busy Reception in a multicultural environment, managing conflicting priorities.
4. Demonstrated experience in general administration support tasks including ability to plan, prioritise and organise work activities to achieve work outcomes.
5. Demonstrated attention to detail with a high level of accuracy when undertaking data-entry tasks.
6. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.
7. Ability to be flexible and adaptable to changing priorities including willingness to travel between STARTTS metropolitan offices when needed.
8. Current NSW Driver's licence.

*This position is not considered child-related employment and will require a National Criminal Record Check.

VACCINATION REQUIREMENTS

***This role is a Category A role.** It is mandatory for **Category A** workers to meet and maintain the vaccination criteria (as per the current NSW Health and STARTTS policies).

Vaccination and/or assessment is required for **Category A** workers for the following transmissible diseases – measles, mumps, rubella, hepatitis B, varicella (chickenpox), diphtheria, tetanus, pertussis (whooping cough), influenza and tuberculosis.

COVID19 vaccination is strongly recommended, but not a requirement for employment.

If successful you must provide evidence of vaccination and/or assessment.

Should you not be able to comply with vaccination requirements before your commencement date, the offer of employment may be withdrawn.

If you have a medical reason for why you cannot be vaccinated, a medical contraindication evidence will be required.

BRIEF DESCRIPTION OF ROLE

The Reception – Administrative Officer is the face of STARTTS, greeting everyone that visits our offices including our clients, stakeholders and other employees.

PRIMARY OBJECTIVES:

1. Ability to work in an environment with clients from a torture and trauma background, as the position has public contact with these clients, and has been assessed as 'low risk'.
2. Provide a friendly and efficient reception service over the counter and on the phone, providing clerical and typing support and general housekeeping duties.
3. To contribute to the provision of high standard administrative services at STARTTS.
4. Electronic transcription of data which needs to be analysed in a qualitative manner. Sources of transcription include group evaluation forms, client history records, customer satisfaction surveys and other qualitative studies.
5. Participation in relevant quality improvement activities.

6. Contribute to the efficient administration and up-keep of the service including training in administrative duties for all new reception staff.
 7. Provide assistance to the executive secretary as required.
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PRIMARY DUTIES:

1. Administration/Reception Duties

- 1.1. Open up the Centre at 8.30am sharp, secure and close the Centre 5.00pm.
- 1.2. Answer telephones queries and direct inquiries as appropriate.
- 1.3. Attend to clients, visitors, staff and anyone presenting at counter
- 1.4. Obtain client, visitor information as necessary and complete related paperwork if relevant.
- 1.5. Direct clients, visitors and staff to appropriate areas ensuring only those staff and clients have access to the premises
- 1.6. Liaise with Interpreter services, psychiatrist, sessional staff and affiliates regarding bookings.
- 1.7. Operate photocopier, scanner and fax as required and maintain paper levels as required.
- 1.8. Take, type and distribute minutes for Meetings as directed.
- 1.9. Maintain orders and sales and send out reminders for the FICT Kit and games, "Eye of the Needle" Trainers Kit and Physiotherapy Manuals.
- 1.10. Manage daily mail by sorting, opening, registering and distributing of incoming and outgoing mail promptly.
- 1.11. Maintain STARTTS generic email daily.
- 1.12. Relieve other clerical/administration staff at any of STARTTS offices as required.
- 1.13. Travel between STARTTS metropolitan offices as required.
- 1.14. Take responsibility for distribution of 'Refugee Transitions' magazines.
- 1.15. Support the Administration Support Team Leader as required.
- 1.16. Provide administrative support to other areas of the organisation as required including ad-hoc projects.

2. Data Entry

- 2.1. Accurate and timely entry of data as required.
- 2.2. Management of files in transit.
- 2.3. Follow up of professional staff re submission of files.

3. Personnel

- 3.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 3.2. Participate actively in the STARTTS Performance Management program and contribute to the development of an annual work plan that aligns with the organisation's Strategic Plan.
- 3.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 3.4. Participate in STARTTS staff meetings and other relevant meetings.
- 3.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 3.6. Participate in identifying quality improvement initiatives/strategies.
- 3.7. Attend and participate in all training opportunities identified for the role.
- 3.8. Liaise with and seek senior advice as required.

4. As a STARTTS employee you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
 - Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
 - Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
 - Actively seek to improve skills and knowledge that will benefit the organisation.
 - Project a professional image at all times and in all situations.
 - Undertake any other duties that may be required within the area of work.
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Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
 - STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.
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STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Induction and Orientation:

- Participate in an Induction and Orientation program with STARTTS.
 - Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
 - Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.
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Work Health & Safety responsibilities:

- Comply with STARTTS WHS policies and procedures.
 - Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.
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Risk management responsibilities: All staff have a responsibility to identify any risks (i.e. the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Reception – Administration Officer** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name: _____
Please print

Employee Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

The review for this Position Description is due: August 2026