

## POSITION DESCRIPTION



Position Summary	
Role Title	Receptionist/Corporate Services Officer
Reports to	Deputy CEO
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Classification	Level 1 – 2, (subject to qualifications and experience) plus Superannuation
Employment	Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> Contract <input type="checkbox"/>
Location	Lakes Entrance

### Our vision

Aboriginal people enjoy their culture, family, work and community life in a safe environment free from violence.

### Our mission

Prevent and eliminate family violence so that individuals, families and our communities can live free from violence. We do this through wrap-around services and programs that support healing and cultural

### Cultural statement

- Aboriginal and Torres Strait Islander peoples have the oldest continuous cultures in the world.
- YWAHS celebrates and takes pride in the rich spiritual connection, cultural values and practices of Aboriginal and Torres Strait Islander peoples.
- We celebrate the significant contributions made and cultures shared to enrich all communities.
- We acknowledge and respect the special place of the Traditional Owners.
- We appreciate and value the opportunity to live, work and thrive on their lands.

### Our principles and values

**SELF DETERMINATION** A fundamental principle and practice that supports the exercise of true freedom. Full and total control of Aboriginal and Torres Strait Islander peoples' safety, healing, connections to land, country, culture, communities, and futures.

**FREE FROM VIOLENCE** Everyone has the right to live free from family violence and the fear of family violence.

**CULTURAL RESPECT** Recognising the cultural diversity that exists among our staff, clients and their families. Respecting the rights, views, values and expectations of Aboriginal and Torres Strait Islander peoples.

**HOLISTIC APPROACH** Encompassing the wellbeing of an individual, family and community. Recognising not only the physical but the social, cultural, spiritual, emotional and environmental influences of health and wellbeing.

**INTEGRITY, TRUST and HONESTY** in all our activities. Treating everyone equally, with courtesy, honesty respect and fairness. Being non-judgemental, and modelling ethical behaviour and practice.

**ACCOUNTABILITY and PROFESSIONALISM** Commitment to delivering safe and professional services to the community. Ensuring cultural appropriateness. Respecting personal and diverse boundaries and practices. Delivering outcomes for clients, community and the organisation.

**COLLABORATIVE RELATIONSHIPS** with our clients, community, partner agencies, governments and stakeholders to ensure coordination.

**KINDNESS, COMPASSION, COURTESY and DIGNITY** in our relationships with our clients, our stakeholders and with each other. Valuing the diversity of people and showing proper regard for their interests and **HUMAN RIGHTS**.

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**CHILD SAFE** YWAHS is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement. YWAHS is an equal opportunity employer and has a smoke-free workplace policy.

**MARAM** This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 1) which requires mandated MARAM Family Violence Comprehensive training and MARAM Comprehensive responsibilities.

### Role Purpose

This is an exciting training and development opportunity for someone motivated to grow into a broader Personal Assistant (PA) and executive support capacity. The role begins with reception and corporate services duties and, over time, provides progressive opportunities to build skills in executive and finance support. Comprehensive training and mentoring will be provided to build confidence and capability.

The role is designed as a pathway, making it suitable for candidates with limited prior experience who demonstrate enthusiasm, reliability, and a strong willingness to learn, as well as for those with existing PA experience. As confidence grows, the position may expand to include supporting meeting coordination, note-taking, database updates, and preparing simple reports. Training will ensure these responsibilities are introduced gradually and with support. Flexibility to work across YWAHS sites will also be encouraged as part of this growth pathway.

### Key Accountabilities

#### Administration, Customer Service, and Intake

- Provide prompt and courteous first point of contact reception and telephone services to community members, service providers, and Healing Service staff, including directing enquiries to the appropriate team.
- Provide administrative support across multiple programs while upholding the Yoowinna Wurnalung Healing Service (YWHS) philosophy and policies, particularly regarding confidentiality and cultural safety.
- Assist with the development and ongoing implementation of systems and processes to improve efficiency and consistency across YWHS.
- Promote the services and programs of YWHS to the community and other providers through agreed processes and materials as directed by the Manager.
- Undertake special projects that support the advancement of YWHS objectives when required.
- Record and maintain daily staff movement logs to support site safety requirements.
- Help maintain and update the organisational calendar of events.
- Actively participate in YWHS working groups and contribute to continuous improvement where required.

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### General Executive Support

Provide executive and administrative support to the Chief Executive Officer (CEO), Deputy Chief Executive Officer (Deputy CEO), and the Executive Management Team (EMT) to ensure the smooth and efficient running of executive operations. Responsibilities include:

- Assist with the development and implementation of systems and processes to improve efficiency and consistency across YWAHS.
- Coordinate travel and accommodation arrangements for the CEO, Deputy CEO, EMT members, and other staff as required.
- Prepare and develop reports, presentations, and briefing papers for executives and leadership meetings.
- Attend and take minutes for EMT, Clinical Executive, and Prevention & Education meetings, including preparing action trackers and following up on deliverables.
- Liaise with external vendors and service providers to support executive operations (e.g. IT, facilities, equipment).
- Act as a first point of contact for external stakeholders when required, ensuring professional and timely communication.
- Manage confidential and sensitive documentation with discretion and always comply with YWAHS privacy policies.
- Assist in drafting, managing, and responding to executive correspondence.
- Provide administrative support to the HR team and Finance team where appropriate.
- Assist with the planning, coordination, and delivery of internal events, staff development days, and community engagement activities.

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### Other Employee Requirements

#### Quality and Risk Management

- Actively participate in and apply continuous quality improvement practices across all aspects of the role.
- Follow risk management principles and YWAHS policies to ensure high standards of service delivery.

#### Workplace Health and Safety (WH&S)

- Ensure a safe working environment for all YWAHS staff, clients, and visitors.
- Always comply with all WH&S processes and procedures.
- Ensure all required safety signage is visible, clear, and appropriate for staff and clients.
- Complete and obtain authorisation for risk assessments prior to commencing relevant activities.

#### Cultural Diversity & Cultural Safety

- Actively participate in developing cultural competence by increasing knowledge, understanding, and respect for diverse individuals and communities.
- Demonstrate sensitivity and respect when engaging with Aboriginal and Torres Strait Islander communities, particularly across the Wellington and East Gippsland regions.

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### Teamwork

- Work proactively with all members of the YWAHS team to achieve organisational goals and strategic objectives.
- Support a collaborative and respectful work environment.

### Other Duties

- Perform other tasks as required that are commensurate with the role, classification, and skills.

### Key Selection Criteria

#### Essential

- Enthusiasm and willingness to learn new skills through structured training and mentoring.
- Strong communication and interpersonal skills, including the ability to engage respectfully with Aboriginal and Torres Strait Islander peoples, community members, and stakeholders.
- Demonstrated reliability, professionalism, and ability to maintain confidentiality when handling sensitive information.
- Good organisational skills with the ability to prioritise tasks, manage time effectively, and work flexibly across different teams.
- Basic computer literacy (Microsoft Office and email) and a willingness to build confidence in new systems and databases.
- Ability to work collaboratively in a team environment, as well as independently when required.
- Commitment to cultural respect, child safety, and the values of Yoowinna Wurnalung Aboriginal Healing Service.

#### Desirable

- Previous experience in a customer service, reception, or administrative role.
- Understanding of, or lived experience with, issues affecting Aboriginal and Torres Strait Islander communities in East Gippsland and Wellington regions.
- Interest in developing PA/Executive Support skills, such as taking minutes, preparing reports, and supporting leadership teams.
- Current Victorian Driver's Licence.

### **Application Requirement**

**All applicants must address the Key Selection Criteria in their application to be considered for interview.**

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### Job Demands Checklist

YWAHS endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

### Frequency Definitions

<b>I</b>	<b>Infrequent</b>	<b>Activity required occasionally, not necessarily all shifts</b>
<b>O</b>	<b>Occasional</b>	<b>Activity required occasionally, not necessarily all shifts</b>
<b>F</b>	<b>Frequent</b>	<b>Activity required most shifts, up to 50% of the time</b>
<b>C</b>	<b>Constant</b>	<b>Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods</b>
<b>N/A</b>	<b>Not applicable</b>	<b>Activity not performed</b>

Normal workplace aspects of the role		Frequency				
Demands	Description	I	O	F	C	N/A
Sitting	Remain seated to perform tasks				X	
Standing	Remain standing to perform tasks		X			
Walking	Periods of walking required to perform tasks			X		
Bending	Forward bending from waist to perform tasks		X			
Kneeling	Remaining in a kneeling position to perform tasks		X			
Lifting/Carrying	Light lifting and carrying		X			
Lifting/Carrying	Moderate lifting and carrying - e.g. trolleys, tubs, car seats, shade structures, eskies. Lifting/moving tubs of materials & equipment in/out of cars and from store to activity rooms for activities.		X			
Lifting/Carrying	Assisted lifting (lifting with assistance from another person) – e.g. shade structures, eskies	X				
Lifting/Carrying	Level of fitness required for physical activities such as moving trailer and attaching and detaching from vehicle					X
Driving	Driving to and from activities across the region and transporting equipment and passengers	X				
Climbing	Ascending and descending ladders					X
Pushing/ Pulling	E.g. Moving trailer and attaching and detaching from vehicle.					X
Repetitive	Use of keyboard, typing, entering data etc.		X			

I confirm that I have read and understood this position description and believe that I am able to carry out the requirements of this role safely and effectively and that the conditions and requirements therein form part of my contract of employment.

X  
Employee signature

X  
Employee name (Printed)

Date: