

Position title:	Receptionist	Reports to:	Executive Assistant to CEO & CFO
Program / Department:	Executive Office	Primary work location/s:	Wayville
Direct reports:	N/A	Key stakeholders:	Clients and Visitors Community Members Staff & Volunteers
Award:	SCHADS	Classification:	Level 2

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

Integrity

Ensuring personal and corporate transparency and the highest ethical standards.

Compassion

Treating people and communities with empathy, dignity and fairness.

Empowerment

Releasing individual strengths that promote personal and community transformation.

Innovation

Fostering a culture of continuous improvement, staff engagement and improved client outcomes.

About the role

The Receptionist plays a vital role in the efficient operation of Baptist Care SA's corporate office by providing exceptional customer service, managing administrative tasks, and acting as a friendly and informative first point of contact for clients, visitors, and community members. The receptionist contributes to creating a positive and welcoming environment while assisting with various tasks that contribute to the overall success of the organisations mission.

The role requires a mature and experienced individual with a warm, compassionate manner and the ability to multitask to ensure our clients, guest and staff are well supported.

Role responsibilities

Front Desk Operations

- Greeting all clients and visitors with a positive and professional manner, both in person and via phone.
- Listen attentively to clients' needs and concerns, offering solutions or directing them to the appropriate staff members for assistance.
- Address client inquiries in person, over the phone, or via email, demonstrating patience, empathy, and a positive attitude.
- Arranging and supplying catering for meetings, training sessions or events when required.
- Overseeing staff common room cleanliness and organisation and maintaining consumable provisions.
- Maintaining workplace security by issuing, checking and collecting badges as necessary and maintaining visitor logs.
- Coordinating and managing meeting room bookings across multiple sites in conjunction with all stakeholder requirements.

Administration Support

- Providing administrative duties such as collating documents, assisting with mail outs, photocopying and other related tasks as required.
- Providing support to the Executive Assistants as directed.
- Ordering stationary and ensuring the required stock in the utilities room is always in supply.
- Act as initial point of contact for stationary supplies and other ad hoc ordering requirements receiving, checking and distributing orders accordingly.
- Managing the ordering of photocopier supplies and safe disposal of used toner cartridges, as well as any photocopier maintenance and repairs.
- Maintaining staff common areas e.g., tidying, dishwasher, stock etc.
- Managing incoming and outgoing office mail promptly and accurately.
- Producing and supplying name badges to all staff.
- Managing staff and visitor car parking arrangements including liaising with Adelaide showgrounds management.
- Coordination of staff business card ordering and printing.
- Monitoring enquiries email inbox and dispersing as required.
- Maintaining up to date Wayville Reception Work Directives.
- Ensuring Council rubbish bins are placed on kerb for collection weekly and confidential waste bin is monitored for emptying and replacement when required.

Community Engagement

- Foster a sense of community by creating a welcoming and inclusive atmosphere for all clients and visitors.
- Provide information about local resources, events, and community initiatives to enhance engagement and connection.

Confidentiality and Security

- Handle sensitive and confidential information with discretion and maintain client privacy at all times.
- Follow security protocols for visitor sign-ins, access control, and emergency procedures.

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member you must:

- Take reasonable care for your own and others' health and safety within the workplace;
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Completed high school and any additional education or relevant certifications.

The experience you bring

- Experience in a similar role, preferably within the community services sector.
- Previous experience with a busy reception area.

The competencies (knowledge, skills and behaviours) you bring

- Demonstrated front office skills including reception, use of telephony and general administration duties.
- Highly developed verbal and written communication skills.
- Demonstrated ability to multitask in a busy work environment.
- Competence in the use of contemporary office technology, particularly the Microsoft Office suite, including TEAMS.
- Ability to commit to value based Christian organisation's ethos.

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/ WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- A valid full South Australian drivers' license (C Class)

Desirable Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity and inclusion.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	2.0
Effective date:	1/08/2023	Review date:	30/09/2025