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| Position title:  | Receptionist |
| Reporting to: | Health and Wellbeing Program Leader |
| Location: | 285 – 287 High Street Preston 3072 |
| Commitment | 1 – 4 days per week |
| Hours: | 9am – 2:30pm Monday to Thursday |
| Overview: | *DIVRS* is a not for profit community based organisation that provides information, advice, referral and emergency relief to those in need within our community. We provide resources and support to people on a low income who may be experiencing financial hardship.  |
| Position Purpose  | * To provide information, support, and referral to clients in a confidential and impartial manner.
* To maintain clients right to make their own choices and decisions, whilst operating within organisation policies, procedures and standards and the relevant Government legislation, laws and Acts
* To provide support to the management and running of the Emergency Relief program
* To maintain confidentiality at all times when managing files and data, and always operating within Organisation policies, procedures and standards and the relevant Government legislation, laws and Acts.
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**About DIVRS:**
DIVRS offers a service that is:

* Free
* Confidential
* Impartial
* Independent
* Recognizes clients’ rights to make their own decisions

DIVRS’ programs are designed to support and strengthen communities and increase community participation across the whole of Darebin. Core functions undertaken by the organisation include the provision of information, referrals and support through our Emergency Relief program. The Emergency Relief program also has a heavy focus on aiding food insecurities, providing the community with regular access to fresh and non-perishable food, as well as personal care items. Other programs include TAC L2P Program, Urban food program, includes the delivery and development of the Darebin Fruit & Veg Squad and Backyard Basics Projects, No Interest Loans Schemes (NILS), TAX HELP, and finally our Volunteer Resource Program, which offers volunteer and training opportunities throughout Darebin. The organisation is governed by a Committee of Governance who employs the Executive Officer to be responsible for the day-to-day management of the organisation.

**Duties and Responsibilities:**

Please note this position can be either at DIVRS 285 High Street Preston 3072 or remote.

**Interviewing:**

* To conduct an effective interview to identify the needs of the client and provide them with support to select an appropriate course of action.
* Undertake a holistic assessment of the client’s needs in order to provide the most appropriate support, referral, advocacy and assistance.
* To provide practical support (for example, drafting letters, filling out forms).
* Advocate and negotiate with or on behalf of client when required
* To recognise the boundaries and limits of the CSW position and facilitate referrals to other community agencies that will best support the client’s needs.

**Information Provision:**

* To provide accurate up-to-date information to clients by accessing organisation information resources, for example, Internet databases and/or written material.

**Administrative:**

* To accurately record details of enquires handled via case record sheets, statistical collection forms and other information collection forms as required.
* To follow established administrative organisation procedures as per organisation requirements.
* To be available for duties on a regular basis and commit to a minimum one session per week.
* To assist with projects as required and negotiated with the Health and Wellbeing Program Leader.

**Professional Development:**

* To maintain an up-to-date knowledge of issues and developments that impact on clients and the broader community
* To attend debriefing and CSW regular organisational meetings i.e. monthly meetings
* To attend training sessions as required by the organisation

**Additional information for remote service provision**

* You will be required to use your personal computer and you will need to ensure that it is up to date with adequate security software
* You will be provided with a DIVRS Sim Card to use in your own phone.
* You need to ensure that you have a suitable space to allow for confidential calls to clients
* You must entre all client information on to the CRM system.
* If you have paper notes you must shred them before discarding them.
* You must not give any personal details or exchanging in communication with clients using telephone numbers or email addresses that are not DIVRS’
* You are required to delete all DIVRS documents from your computer

**Useful Qualifications / skills:**

* Qualification or working towards a certificate or higher in social work, welfare, community development, psychology or counselling or related field
* Employment, volunteer or study placement within the emergency relief sector
* Experience responding to clients with high needs, challenging behaviours and/ or those who present in crisis
* Excellent verbal and communication skills
* Strong administrative and organisational skills. Including familiarity with excel, outlook and work.

**Other:**

* To have read, understood and agreed to comply with the policies and procedures of the organisation.
* To have an understanding of the relevant acts, laws and legislation that impact the handling of fresh food within the organisation. This includes the Occupational Health and Safety Legislation 2004.
* To work co-operatively with staff members and volunteers involved with DIVRS programs.
* To report to Health and Wellbeing Program Leader or DIVRS’ manager to any concerns or issues regarding risks in the area of fresh food.

**Hours of Work and Conditions:**

The position is on a voluntary basis.

* are expected to assist a minimum of one 5 hour shift per week. Shorter shifts may be negotiated with the (insert) coordinator and will be determined case- by –case.
* The term of this volunteer position is subject to performance and the needs of the organisation.
* It is expected that both parties provide two weeks’ notice regarding leave and changes to availability. This must be provided to the Coordinator in writing.
* Immediate termination can also occur due to unsatisfactory conduct or breech of our policies or procedures.

**Training and Appraisal:**

* All team members must attend at least one training session per year as organized by the organisation.
* Any team member undertaking or participating in a course of study may request an exemption from attending certain training sessions.
* To assist with organisation planning and evaluation, all staff are required to participate in the annual appraisal process.

**Police Check and Working with Children Check:**

All team members may be asked to undertake a police check and working with children’s check before commencing duties with the organisation.

**Grievance Procedure:**

If a grievance arises be prepared to follow the organisation’s Grievance Procedure.

**ACCEPTANCE OF THIS POSITION DSCRIPTION**

I will subscribe to this **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ POSITION DESCRIPTION**. I will, upon appointment and prior to the commencement of duties, sign this Emergency Relief Reception position and copies shall be retained by the organisation management and myself.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:

Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Management, staff, volunteers and contractors at DIVRS)