



# norwacs

northern rivers women & children's services inc.

## Job Outline and Criteria – Reception and Administration Officer

Northern Rivers Women and Children's Services Inc. (NORWACS) is seeking applications from suitably qualified and experienced women for the position of Reception and Administration Officer

### About NORWACS

NORWACS has been working with women in the Northern Rivers community since the 1980s first starting out as a women and children's refuge. Current services include the Lismore Women's Health and Resource Centre: <https://www.lismorewomen.org.au/>, WORTH: Women's Outreach Trauma Health service, Heartfelt House: support for women survivors of childhood sexual abuse, and WISE: Women in Social Enterprise. Details of each of our services can be found via our website: <https://www.norwacs.org.au>.

### OUR VISION

Women and their children are strong, well, safe and empowered to thrive.

### OUR MISSION STATEMENT

NORWACS supports and advocates for women and children across the Northern Rivers to be well, safe, strong, and empowered to thrive.

### OUR VALUES

Equality      Integrity      Respect      Kindness      Courage      Sustainability

### About the role

This is a frontline position providing initial support, information and assisted referrals to women and their children. The position is also responsible for the reception area, undertaking reception and office administrative functions, including maintaining client files, data entry, managing appointments and other duties as directed.

### Salary and Conditions

Classification: SCHADS Award, Level 3 pay point 3.

NORWACS offers salary sacrifice to permanent employees.

### Requirements:

- i. NORWACS considers that being female is a genuine occupational qualification for this position under Section 31 of the Anti-Discrimination Act 1977 (NSW)
- ii. Valid unrestricted NSW Drivers Licence
- iii. Valid Working with Children Check
- iv. Criminal History Check - to be completed prior to onboarding





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## KEY SELECTION CRITERIA

### ESSENTIAL

1. Demonstrated experience undertaking customer service, reception, and administrative tasks in a dynamic office environment.
2. Minimum qualifications in Administration or Management OR minimum 2 years' experience in administration.
3. Ability to work in a busy and demanding position in a professional manner with minimum supervision.
4. Ability to establish and maintain strong boundaries with clients and within the workplace.
5. High level of computer literacy including demonstrated proficiency with the Microsoft Office suite.
6. Excellent verbal and written communications skills, including the ability to respond in a calm, respectful and non-judgmental manner to clients who may be experiencing distress.
7. Commitment to working within a holistic feminist framework.

### DESIRABLE

1. Experience within the community/human services sector in a reception, administration, or client services role.
2. Basic understanding of impacts of domestic and family violence on women and children.
3. Understanding of the issues faced when working with marginalized and disadvantaged population groups including Aboriginal women and children, women with disability, sexual and gender diverse people and those from culturally and linguistically diverse backgrounds, and the barriers they face.
4. Basic knowledge of the local service network and referral pathways supporting women and children.
5. Understanding of Worker Health and Safety, EEO, Child Protection, Confidentiality and Privacy legislation as it impacts community services, workers, and clients.





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## How to apply

- Applicants must provide responses to the essential selection criteria, the completed Application Form included in this package and a current Resume to be considered.
- When responding to the criteria, provide examples of how you have demonstrated your knowledge, skills, and experience. Responses should be 400 words or fewer per criterion.

Applications should be emailed to [recruitment@norwacs.org.au](mailto:recruitment@norwacs.org.au) and will remain open until position is filled.

*NORWACS is an equal opportunity employer. NORWACS will actively recruit our workforce from targeted communities; including Aboriginal and Torres Strait Islanders, sexually and gender diverse women and people living with a disability, people with lived experience and people from culturally and linguistically diverse communities.*



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