



norwacs

northern rivers women & children's services inc.

POSITION DESCRIPTION

POSITION TITLE:	Reception and Administration
SERVICE OF:	Northern River's Women and Children's Services Inc. (NORWACS)
RESPONSIBLE TO:	Project Manager - Lismore Women's Health & Resource Centre
HOURS:	Backfill position - Part time 4 days per week (7 hours per day) fixed term ending on 30 June 2025.
SALARY:	SCHADS Award Level 3 Pay point 3

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

PURPOSE OF POSITION

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

STATEMENT OF DUTIES

RECEPTION AND CLIENT ASSISTANCE

- Provide client intake, drop-in support, information and assisted referrals either in person, by phone or email as required.
- Engage with clients in a professional manner on the basis of empowerment and self-determination principles.
- Maintain client and group records and data management systems.
- Answer all incoming telephone calls and emails to the Lismore Women's Health & Resource Centre and triage where necessary.



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ADMINISTRATION

- Maintain the Lismore Women's Health & Resource Centre resource and referral directory.
- Ensure accurate office opening hours are maintained and ensure kitchen, meeting and reception areas are welcoming, comfortable and safe for clients.
- Keep information resources in reception areas tidy relevant and up to date.
- Maintain a high standard in all record keeping and administrative tasks including the opening, closing and archiving of files and documents.
- Assist the Case Manager in maintaining accurate, appropriate and up to date client and administrative records in accordance with the policies and procedures of the service, including the input into NSW Women's Health Database.
- Participate in all processes to improve the administrative procedures of the service.

PROFESSIONAL AND ETHICAL PRACTICE

- Respond in a respectful and professional manner to the women, co-workers and staff of other organisations and agencies.
- Participate in monthly internal supervision.
- Provide support and debriefing to co-workers as required.
- Reflect and monitor the issues of personal vicarious trauma including the implementation of self-care strategies. Reporting this to the Manager for supervision.
- Attend team meetings, participate in team decision making and contribute to the planning and review of procedures, policies and practices.
- Participate in performance appraisals annually or as determined by the Chief Executive Officer.
- Follow the Code of Ethics, policies and procedures of the organisation.
- Participate in relevant community events and activities.
- Participate in training and other activities that promote ongoing professional development.
- Reflect on and assess personal performance on the basis of the goals of the organisation.
- Uphold the good name and reputation of the organisation at all times.

OTHER

- Undertake other duties appropriate to skills and experience as required by the Chief





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Executive Officer.

Employer Signature		Date	
Employee Signature		Date	
Last Reviewed	24 June 2024		



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