



Murray Valley Aboriginal Cooperative

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mvac.org.au



Murray Valley Aboriginal Cooperative was established in 1974 with a clear vision to provide Health, Housing and Child Care / Education to our Community. MVAC is now the largest service provider in Robinvale and welcomes you to apply for this position.

MVAC is committed to Safety and through compliance to our Standards we strive to embed this commitment throughout the organisation. Compliance to these standards is a mandatory requirement for all staff members. This Position Description provides our employees with specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability towards the achievement of our values and mission.

We are a flexible organisation and as such we expect individual roles will change over time, and position descriptions will change with them. Position descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

Position Title	Health Service Receptionist
Purpose	The Receptionist provides front-of-house and administrative support for the MVAC health clinic, ensuring all clients and visitors are welcomed, registered, and assisted in a culturally safe and respectful way. The role supports smooth day-to-day clinic operations by managing phones, appointments, client data, and general reception tasks as part of a multidisciplinary team.
Cost Centre	Health
Management Hierachy	Team Member
Classification – Full or Part-time (%)	Full-Time
Scope or Purpose of Position	MVAC Health Service
Contractual Employment Period	All positions at MVAC are subject to funding and the satisfactory completion of the probation period.
Reports to Secondary	Executive Director of Programs
Award	Aboriginal and Torres Strait Islander Health Award [MA000115]
Child Safety	MVAC aims to ensure the safety and well-being of children and youth throughout our organisation in line with current Child Safety Standards. In order to achieve this, MVAC has implemented all necessary legislation, regulations and guidelines pertaining to child safety at all levels of operation through policies and procedures. Management Responsibility: Priorities the safety and wellbeing of children to your staff. Regularly review the 11 standards at staff meeting level. Staff and Volunteers Responsibility:

	<p>Priorities child safety. Implement the Child Safety and welling policies. Speak up about child safety.</p>
Salary or Compensation Rate (including superannuation)	<p><i>Note: Salary or compensation rates and conditions may be reviewed and considered at the annual performance review session only; notwithstanding any due increases in the respective over-riding award any or all adjustments in compensation conditions lies with the CEO, only, and no other agent of MVAC including the Direct Performance Reviewer.</i></p>
Salary Packaging	Available
Time Fraction Per Week	<p>Fulltime employees will work 34 hours per week over a 52-week year, and between the following weekly operating hours: Monday – Thursday: 9:00am – 5:00pm. Friday: 9:00am – 4:00pm. Closed Weekends, and National or Victorian Public Holidays. Breaks:</p> <ul style="list-style-type: none"> - 1-hour unpaid meal break if working for more than 5 hours. - 10 minutes each for morning and afternoon tea if working for every 4 hours. <p><i>Note: An employee may be requested to work hours outside the above times but may also have the right to refuse such request depending on the situation. Any excess hours maybe recognised by TOIL or direct payments, but not until it has been authorised by the CEO only.</i></p>
Required Pre-Employment Conditions or Screening Checks	<p>All MVAC employees, prior to appointment, are required have and maintain a WWCC and police check (no older than three months before application) In addition, the following information must be provided:</p> <ul style="list-style-type: none"> - <i>A current unrestricted drivers' licence, (if required in your business area)</i>
Mandatory training	<p>The following must be completed in the first 3 months of employment:</p> <ul style="list-style-type: none"> - <i>Child Safety Training</i> - <i>MVAC Code of Conduct</i> - <i>MVAC Feedback and Complaints</i> - <i>Work, Health and Safety</i> - <i>Smoking, Vaping, Drug and Alcohol-free Policy training</i> - <i>MARAM - if required</i> - <i>First Aid Certificate (code finishing in 0003 or greater),</i>
Primary Position Location	MVAC Offices, 87 Latje Road, Robinvale
Secondary Locations (If any)	As required
Probation Period	<p>Six months after initial appointment; it can be deemed shorter at the discretion of the CEO only.</p> <p>During any probation period there will be two reviews undertaken; one approximately mid-way, and another two weeks before end of probation period at which time the employee could be come permanent for the terms of the funding source or have their probation period extended or their contract of service</p>

	terminated.
Performance Review Timing	Once an employee has had their contract of service confirmed and/or post the completion of the probation period there is usually a number of three-monthly performance / staff development reviews undertaken until the contract of service is completed or a new contract of service is renegotiated.
Direct Performance Reviewer	Executive Director of Programs
End of Contract Conditions	An end of contract can be deemed to have happened if the employee has resigned, retired, been terminated due to a breach of certain MVAC policies, and/or National or State legislations, or for other specific reasons stated in the contract of service. In most cases compensation maybe granted for an early completion of a contract of service.
Primary Legislation Position Operates Under	<ul style="list-style-type: none"> • Child Wellbeing and Safety Regulations • Child Wellbeing and Safety Act 2005 (the Act) • Child Safe Standards • Fair Work Act 2009 • Human Rights and Equal Opportunity Commission Act 1996 • Occupational Health and Safety Act 2017
Key Internal Relationships	<ul style="list-style-type: none"> • Board of Directors • CEO / Executive Management team • Human Resource Manager • MVAC Health Practice • MVAC Early Learning team • MVAC IFS and SEWB teams • Health Promotion and Maternal Health teams
Key External Relationships	<ul style="list-style-type: none"> • Consumer Affairs Victoria • MVAC Funding Bodies • LMARG • Swan Hill Shire Council • Robinvale District Health Service • Robinvale College
Key Accountabilities and Duties / Selection Criteria	<ul style="list-style-type: none"> ❖ Greeting and welcoming clients and visitors, providing information about MVAC health services, and ensuring the waiting area feels safe and respectful for Aboriginal community members and all visitors. ❖ Managing client arrivals and departures, including checking and updating personal details, Medicare and concession information, and ensuring accurate registration in the clinical system. ❖ Answering and directing phone calls, booking and rescheduling appointments for GPs, nurses, allied health and visiting specialists, and passing on messages to staff in a timely manner. ❖ Monitoring the waiting room, managing the wait list in line with triage processes, and communicating with clinical staff about urgent or vulnerable clients (e.g. elders, children, distressed clients).

	<ul style="list-style-type: none"> ❖ Supporting clinical and transport workflows, such as printing and attaching labels and forms, scanning and filing documents, booking transport needs and letting clients know about pick-up times where relevant. ❖ Maintaining a tidy, safe reception and waiting area, including simple cleaning of high-touch areas (e.g. toys, chairs, counters) in line with infection control and workplace safety requirements. ❖ Assisting with general administrative duties such as mail, photocopying, basic data entry, printing, and contributing to quality improvement activities when requested. ❖ Complying with, and stay current with any OHS regulations affecting the operations and accreditation of the Health Service and its staff. ❖ Order and coordinate the delivery of stationary or other Health Service resources ❖ Work in collaboration and with due respect, all clinical and support staff ❖ Follow any lawful instructions or requests for additional relevant duties from the health service team. <p>Key selection criteria</p> <ul style="list-style-type: none"> ❖ Understanding of, and respect for, Aboriginal and Torres Strait Islander cultures and the role of Aboriginal Community Controlled Organisations, with a commitment to culturally safe, non-judgemental customer service. ❖ Previous experience in a reception, customer service or administrative role, preferably in a health or community setting, with the ability to manage a busy front desk. ❖ Good communication and interpersonal skills, including clear and respectful verbal and written communication with clients, families, Elders and staff. ❖ Basic to intermediate computer skills, with the ability to learn clinical and booking systems, use email and standard office software, and accurately enter and update client information. ❖ Strong organisational skills, including the ability to manage competing demands, maintain confidentiality, and follow MVAC policies and procedures. ❖ Ability to work as part of a team, show reliability and flexibility with hours where required, and hold (or be willing to obtain) a Working With Children Check, police check and relevant vaccinations in line with MVAC policy.
Essential Personal Qualities	<ul style="list-style-type: none"> - Understanding and respect of local Aboriginal History - Aboriginal Cultural awareness - Ability to communicate effectively - Ability to work independently
Random Drug and Alcohol Testing	MVAC has a policy on the usage of drugs and alcohol throughout all business centres and therefore management has a right to conduct random drug and alcohol testing, as needed or directed by either MVAC CEO or MVAC Board.
Privacy Requirements	All successful applicants will be required to acknowledge the existence and daily application of the MVAC Privacy Policy https://www.mvac.org.au/privacypolicy/ which have been developed in-line with the Privacy Act 1988 https://www.oaic.gov.au/privacy/australian-privacy-principles/
Disclosure of Information on Pre-existing	There is an obligation on all applicants to fully disclose, either in application and/or at interview, any prior or present medically related injuries or conditions that could have a bearing on their ability to perform the duties and responsibilities of the

Injuries or Conditions	<p>position, as outlined in this Position Description, or potentially expose the employer to increased workplace-related liability in the future (see primary risk exposure section for guidance). Such information cannot be used by MVAC to discriminate the applicant in their consideration for suitability for the position, nor once employed in any performance reviews or promotion considerations</p> <p>https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/australias-anti-discrimination-law</p>
Continuous Professional Development (CPD)	<p>MVAC is a strong and active supporter of all employees undertaking opportunities to further enhance their professional, and personal skills and abilities within their area of employment. This development will be identified through the supervision process with you immediate manager.</p> <p>MVAC may provide this support through the conduct of internally or external managed workshops.</p>
Signature of Employee (once contract has been signed)	<ul style="list-style-type: none"> •
Name and Date:	<ul style="list-style-type: none"> •