



Njernda Aboriginal Corporation

NJERENDA ABORIGINAL CORPORATION

POSITION DESCRIPTION

Reception – Youth and Wellbeing - Casual

PURPOSE OF THE ROLE

The Youth and Wellbeing Receptionist is responsible for operating the telephone system, organising appointments, responding to clients and the community and supporting the work of Youth and Wellbeing staff.

Position Details	
Position Title:	Reception -Youth and Wellbeing- Casual
Location / Department / Division:	Children, Youth and Community – Youth and Wellbeing building
Reports to:	Youth and Wellbeing Manager
Positions reporting to this role:	NIL
Hours:	Casual
Budget / Funding:	400000
Award and Pay Grade / Level:	Award: SCHADS Level / Grade: 1
Pay Point classification (if applicable)	Pay point: 1
Position Description last reviewed:	11/09/2025
Key Accountabilities	
<ul style="list-style-type: none">• Greeting community members, external stakeholders and Njernda Staff Members with a professional and courteous demeanor.• Manage a multi-line phone system to answer and redirect calls promptly while maintaining professionalism.• Preparing, organising and storing information in paper and digital form.• Assisting with administrative tasks such as filing, data entry and preparing documents and/or reports for meetings.• Maintain a clean and organised reception area that reflects the organisation's commitment to high standards.• Ordering and maintaining office supplies to ensure adequate quantity.• Coordinating conference room bookings and ensuring meeting spaces are prepared and well equipped for use.• Coordinating the fleet booking system, ensuring staff have access to vehicles when required.• Assist staff with referrals and appointments when requested• Carry out general administration duties for the unit.• Attend staff meetings.• Attend trainings as required.• Act at all times in a professional manner and ensure the confidentiality of client information at all	

times.






- All other duties as directed within the scope of the employee's skill level and training.

Organisational Responsibilities

Positively promote Njernda within and externally to the organisation
Comply with the Njernda Code of Conduct
Each employee has a responsibility to comply and promote practices with all Njernda policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements as applicable, but not limited to case reviews, staff meetings, planning forums, service reviews and the integration of client feedback
Carry out all work and interactions in alignment with Njernda values
Apply the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Njernda Aboriginal Corporation.
Commitment to ensuring a culture of child safety, preventing child abuse, and abiding by the child safety principles
Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position
Each employee has a responsibility to comply with and promote compliance with their industry standards and relevant regulatory requirements
Participate in performance appraisal and supervision processes
Follow all work / occupational health and safety policies and procedures associated with conducting activities on or offsite

Njernda Values

All staff are expected to behave in a way that is in alignment with our values:

Respect 	Establish relationships based on respect and trust. Treats people with dignity, fairly and openly. Demonstrates personal standards of consistency, tolerance and patience.
Accountability 	Taking ownership and initiative of Njernda values to ensure trusted collaborations are formed. Be thoughtful of the impact of one's own behaviour on others.
Resilience 	Encouraging cultural and spiritual growth to enable personal growth
Advocacy 	Working to transform the disadvantaged and challenge the causes that impact on our community.
Cultural Sensitivity 	Welcoming and serving our community with understanding and without judgement.

Key Relationships	
Internal	External
Njernda Services	Community Members
	External Stakeholders
Selection Criteria	
Essential:	
Qualifications <ul style="list-style-type: none"> Certificate III in business or previous experience in a reception role. 	
Skills <ul style="list-style-type: none"> A proven knowledge and understanding of Aboriginal people and Aboriginal culture is essential. An ability to communicate effectively with Aboriginal people and handle issues in a sensitive manner. A proven ability to manage time effectively and efficiently. A demonstrated ability to work cooperatively and effectively as part of a team. Well-developed computer skills. Demonstrated ability to maintain confidentiality. 	
Experience <ul style="list-style-type: none"> 1 Year experience in a reception position. 	
Satisfactory evidence of: Pre-employment checks not limited to at least two professional referees, proof of identity and qualifications, National police check, Working with Children's Check, full Victorian driver's license, disclosure of any pre-existing illness / injury and vaccination status in line with Njernda's current policy and procedure, and as applicable – eligibility to work in Australia, professional/regulatory licenses, registration and current good standing, and clearance on aged care banning orders.	
Desirable:	
<ul style="list-style-type: none"> Certificate III or IV in business or business administration 	

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____

Date: / /

Print Name: _____

PLEASE KEEP A COPY OF THIS POSITION DESCRIPTION FOR YOUR RECORDS

cc: Employee File

Receptionist – casual Position Description

Updated: 11/09/2025

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"We respectfully acknowledge The Wollithiga and Yorta Yorta Peoples as the traditional custodians of the land of the communities that the Njernda Aboriginal Corporation service"