

POSITION DESCRIPTION

The Role	Reception Administration
Location	2 Walgarra Street Cooma NSW 2630 104 Maybe St Bombala NSW 2638
Employment Type	Permanent Part time or Casual
Terms & Conditions	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010
Salary	Award Classification Level 1.3 to 2.3.
Position report to	CEO
Direct Reports	N/A
About Monaro Community First (MCFirst)	MCFirst, a well-respected, not-for-profit organisation operating in the Snowy Monaro Region since 1954 has been delivering a range of supports to people with disabilities, frail aged people and their families and carers to choose the care that meets their needs. These supports are codesigned, coproduced, trauma informed, high quality, recovery focused and person-centred using supported decision-making strategies. Our services include disability support, aged care support, independent living, employment and training services.
MCFirst Values	Our Values are to be an organisation that promotes Hope, Respect, Trust, Inclusion, Innovation, & Compassion.
Purpose and aims of the Role	<p>The Aged Care and National Disability Insurance Scheme (NDIS) are Commonwealth funded programs which are a collection of services to support aged and people with a disability to stay in their own home. What this service looks like is dependent on the client's needs, what risks they are willing to take and how they will get their needs met.</p> <p>The Reception Administration role is a central part of MC First's day-to-day operations, providing front-line administrative and customer service support to ensure the smooth day-to-day operation of the organisation. The role undertakes a range of routine administrative tasks and provides assistance to staff and stakeholders while working within established procedures and under general supervision.</p> <p>This role</p> <ul style="list-style-type: none"> • Involves greeting clients and members of the community and assisting them to connect with the appropriate staff member or service. • Systems and process improvement. • Maintaining the reception area and office in a clean and organised manner.

Area of responsibility	Responsibilities and duties	Performance indicators and expected results/outcomes.
Service Delivery (Reception Focused)	<ul style="list-style-type: none"> • Welcome and assist clients, visitors, and stakeholders, handling phone, email, and in-person enquiries • Support staff by sharing information and connecting clients with the appropriate services • Maintain accurate records, documentation, and administrative systems in line with policies • Assist with day-to-day administrative tasks that support service delivery • Provide administrative support to Finance, HR, and Executive teams as required • Identify and escalate issues or enquiries to the appropriate team member • Prepare basic reports and provide general administrative support • Contribute ideas to improve administrative processes under supervision • Assist with maintaining administrative and IT systems, including car allocation for clients and staff • Assist with the upkeep of the reception area and office environment 	<ul style="list-style-type: none"> • Provide a reliable, honest communication between internal and external people and organisations • Records, documentation and administrative systems are maintained accurately and in line with organisational policies and compliance requirements • Work with broader team to ensure whole of organisation approach. • Enquiries and issues are identified early and appropriately escalated in a timely manner. • Basic reports and administrative documentation are prepared accurately and within required timeframes. • Reception and office areas are consistently maintained in a clean, organised and welcoming manner.
Client Records	<ul style="list-style-type: none"> • Follow processes to record clients' progress, risks and incidents. • Review client records when appropriate. 	<ul style="list-style-type: none"> • Documentation is accurately completed and maintained in line with procedures. • Manage registers as needed. • Attend to audits as required.

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Leadership and Supervision	<ul style="list-style-type: none"> • Actively support the team to develop new systems and services within the NDIS and aged care suite of services. • Support staff in the delivery of services. • Contribute to creating and maintaining an environment that empowers the client. • Ensure the safety and rights of the client are considered and maintained at all times. • Foster respectful and positive relationships between staff and clients and family members. • Respond to any interpersonal/relationship issues as they arise. • Identifying training/development needs • Identify poor performance issues and escalate to MCFirst management when appropriate. 	<ul style="list-style-type: none"> • Codesign models of administration systems. Provide feedback - clients, staff and on systems. • Regular communication and engagement with MCFirst Team. • Administration Support is seen as a role model that is respectful, communicates and contributes to positive relationships. • Timely and appropriate documented response to issues arising. • Support Human Resources in managing human resource processes in record keeping, recruitment processes, data entry, into managing education. • Support the service delivery team to attend to administrative tasks for service delivery. • Own appraisal is attended completed annually to identify learning needs and enable budgeting of education. • Training and development needs identified; on-the-job training undertaken as required; HR/MCFirst management informed of formal training requirements. • Adheres to Award requirements/ HR procedures. • Prompt response to poor performance issues.

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Networking (external)	<ul style="list-style-type: none"> • Participate in appropriate meetings. • Ensure systems are planned in a cooperative manner with other agencies. 	<ul style="list-style-type: none"> • Professional representation of MCFirst. • 90% of identified meetings attended. • Relevant information meetings shared within MCFirst.
Promotion	<ul style="list-style-type: none"> • Promote services to the community 	<ul style="list-style-type: none"> • Provides a positive image to all who meet MCFirst.
Quality Management	<ul style="list-style-type: none"> • Contribute to MCFirst quality management and continuous improvement activities, including improvements in service delivery. • Obtain feedback and input on processes from stake holders. 	<ul style="list-style-type: none"> • Constructive input into quality improvement activities. • Input from team put forward. • Information will be trended to consider any patterns and possible areas of improvement. • Actively supports the implementation of systems and processes that meet industry standards including Aged Care and NDIS standards
Teamwork	<ul style="list-style-type: none"> • Work co-operatively with Team Leaders, Managers and Administrators to ensure a cohesive approach to service delivery. • Participate in meetings as required. 	<ul style="list-style-type: none"> • Active and positive participation in team meetings. • Contribute to team-based decision making. • Information shared openly and honestly. • Courteous and respectful behaviours in all interactions. • An inclusive work environment maintained. • Disagreements resolved in a respectful manner.
Administration and Workplace	<ul style="list-style-type: none"> • Participate in Learning and Professional Development activities. • Participate in annual performance review. • Abide by the policies and procedures of MCFirst, including the staff code of conduct. 	<ul style="list-style-type: none"> • Timely, complete, accurate. • Adherence to MCFirst policies and procedures. • New learnings applied. • Active and positive involvement in learning new tasks and undertaking training.

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	<ul style="list-style-type: none"> • Complete and submit required documentation (e.g. reports, submissions, applications, timesheets). 	<ul style="list-style-type: none"> • Documentation processed and submitted within designated timeframes. • Documentation accurate and complete.
	<ul style="list-style-type: none"> • Adhere to all regulatory requirements in relation to Disability and Ageing, WHS, employment, privacy. 	<ul style="list-style-type: none"> • Activities consistent with relevant regulatory requirements and requirements of funding bodies. • Nil instances of non-compliance.
Workplace health and safety (WHS)	<ul style="list-style-type: none"> • Support practices and activities of the team and respond to safety issues, concerns, and unsafe acts. • Report Incidents and Accidents • Take action to address unsafe work practices and hazards • Ensure the team understand and adhere to WHS rules, policies and procedures 	<ul style="list-style-type: none"> • Active and positive involvement in WHS matters. • Safe work practice as followed by support workers. • Nil non-compliance (within work team) with rules, policies and procedures. • Timely action and reporting of health and safety issues. • Maintain the cleanliness of communal areas. • Remove waste weekly.
Other duties	<ul style="list-style-type: none"> • Carry out any other reasonable duties in line with the MCFirst's requirements, as requested. 	<ul style="list-style-type: none"> • Duties/tasks completed in a timely, efficient and effective manner.

Qualifications, Skills, Attributes, and Experience

Selection Criteria

Qualifications

- Equivalent experience in administration or willingness to undertake required training to at least Cert 3 level.

Experience

- Experience in a receptionist/customer service environment (essential)

Skills and Attributes

- Demonstrated ability to provide administrative and reception support within established procedures and under general supervision
- Well-developed organisational skills, with the ability to manage multiple tasks and priorities effectively
- Ability to use initiative to complete tasks, while recognising when to seek guidance or escalate matters
- Demonstrated flexibility and ability to adapt to changing work demands and priorities
- Ability to learn and apply new systems, processes and organisational requirements
- Effective communication skills, with the ability to interact professionally with clients, staff and stakeholders
- Demonstrated ability to build and maintain positive working relationships
- Attention to detail and ability to complete tasks accurately and efficiently

Knowledge (desirable)

- Understanding of the NDIS and/or community Aged Care services.
- Understanding of WHS regulatory requirements, and privacy requirements.

Additional Requirements – clearances can be obtained post interview

- Evidence of a current NDIS Worker Screening Check with no exclusion.
- Evidence of a Working with Children's Check with no exclusion.
- Evidence of a Current First Aid Certificate and CPR.
- Evidence of a current Driver's Licence.
- Evidence of Certificate of Completion of the NDIS Worker Orientation Module (pre-employment requirement). See <https://training.ndiscommission.gov.au/course/index.php?categoryid=2>.

EMPLOYEE CERTIFICATION

I, _____, acknowledge the receipt of this Position Description. I hereby certify that I will undertake to work within the guidelines and policies of Monaro Community First.

Signed _____ Date ____/____/____

DOCUMENT HISTORY				
Current Version	Amendment History	Date	Approved By	Review Date
1.0	Addition to other duties to include administration tasks where appropriate.	25/02/2026	CEO	
2.1	Transfer from MCFirst branding to MCFirst.	24/03/2026	CEO	24/03/2027
2.2	Review of Position Description for the Bombala vacancy	30/3/2026	CEO	30/3/2027