

## LIFELINE GIPPSLAND

### Position Description

#### Reception & Administration Officer

Temporary Parental Leave; 35 weeks with possible extension

#### Job information

<b>Location:</b>	<b>Morwell Administration Office</b>
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010. Level 2, Pay Point 1 + FA Allowance
<b>Other Benefits</b>	12% Superannuation and salary packaging
<b>Hours of work:</b>	76 hours per fortnight
<b>Reports to:</b>	Finance Coordinator
<b>Term of employment</b>	35 Weeks; 11/05/2026 to 08/01/2027 with possible extension
<b>Applications:</b>	Applications including a current resume and cover letter addressing the key selection criteria should be made via Seek. Questions regarding the role can be directed to <a href="mailto:mel.shankland@llg.org.au">mel.shankland@llg.org.au</a>
<b>Closing date:</b>	5pm Monday 6th April 2026

**Our vision** is of an Australia free of suicide.

**Our purpose** is to support the Gippsland community and other Australians in times of crisis and equip them and their communities to be resilient and suicide safe.

#### Organisational Context

Lifeline Gippsland Inc. (LLG) is a not-for-profit organisation, governed by a local voluntary board of directors. LLG provides a range of support services to the community including 24-hour crisis support (national service) and suicide prevention and mental health awareness programs and training. Volunteers play a vital role throughout the organisation.

Two crisis support phone rooms are located in Drouin and Morwell. The business operations consist of four Opportunity Shops across Gippsland (Churchill, Morwell, Traralgon and Wonthaggi), and a warehouse in Morwell. These business operations provide the majority of the income required to run the crisis support line and other suicide prevention services.

Lifeline Gippsland is a Child Safe organisation requiring all members of the workforce to uphold the National Child Safe Standards including holding a valid Working with Children Check.

## Lifeline Gippsland Values

### **Quality & Professionalism**

Lifeline Gippsland is committed to building the skill and efficiency of its staff and volunteers and adopting best business practice to maintain commitment, accountability, compliance and accreditation inside a creative and innovative organisational environment.

### **Respect**

Lifeline Gippsland will treat people and organisations fairly and objectively. We will use our influence to create environments free from discrimination, harassment and bullying.

### **Fairness**

Lifeline Gippsland is committed to the principles of social justice, and will strive to offer equitable and inclusive services to support people to live and active and fulfilled lives.

### **Integrity**

Lifeline Gippsland is committed to being open and honest in all its activities, and will consistently strive to earn and sustain public trust in our organisation.

### **Collaboration**

Lifeline Gippsland will engage inclusively with our staff, volunteers, stakeholders and partners to form alliances intended to improve the delivery of our key services and outcomes to the community

### **Sustainability**

Lifeline Gippsland will strive to build and maintain diverse income streams to support our financial viability, provide suicide prevention services and achieve important environmental outcomes through our recycling activities.

## Organisational Level Outcomes:

All team members are expected to contribute to the success of LLG

At LLG we foster a strong sense of collaborative practice and a positive workplace by:

- Actively preparing for and participating in team meetings
- Participating in training opportunities
- Participating in performance planning processes
- Implementing OHS safe work practices in line with LLG policies and procedures
- Contributing to the development of policies, procedures, risk management and quality improvement processes
- Developing annual work plans based on key performance indicators

## Position Purpose

You will work collaboratively with internal and external stakeholders to deliver a range of activities including reception and administrative services to support the efficient and effective operation of Lifeline Gippsland.

Working within our team you will work with a diverse mix of passionate and purpose-driven people as we strive towards our vision of an Australia free of suicide.

Key Responsibilities	
<b>Reception/front of house duties</b>	<ul style="list-style-type: none"> <li>• Act as the first point of contact for all phone calls, visitors and volunteers</li> <li>• Redirect incoming lines and email enquiries to the appropriate staff member</li> <li>• Respond to incoming phone calls and emails as designated</li> <li>• Coordinate internal meeting requirements including catering, room set-up, and assistance with equipment</li> <li>• Oversee facility hire bookings and ensure the needs of the hirer are met to a high standard, including room set-up and cleaning.</li> <li>• Maintain cleanliness within the areas available for hire, including bathroom facilities to ensure retention of facility hire clients</li> <li>• First Aid Officer</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Maintenance of records and databases</li> <li>• Stationery and amenities inventory and purchasing for all areas of the organisation with appropriate approval</li> <li>• Take minutes of specified meetings and distribute documentation as directed</li> <li>• Collect, distribute mail</li> <li>• Assist with document management</li> <li>• General office support for the broader team, including but not limited to, filing, printing, photocopying, scanning and typing.</li> <li>• Assist with financial data entry and checking</li> <li>• Assist team with recording rag orders and sales</li> <li>• Assist with social media posting as directed</li> <li>• Assist with creating posters and signage under guidance</li> </ul>

The organisation may from time to time issue oral instructions or written descriptions about your job duties and responsibilities, which will serve as a guide for the areas for which you will be accountable. It is expected that your duties will be performed in accordance with the instructions of the organisation.

### Pre-requisites:

#### Mandatory

- A current driver's license
- A clear police record check is a condition of employment in this position and will occur once every three years
- High level expertise in use of Microsoft Office suite of programs, in particular, Word & Excel
- A clear Working with Children Check
- Current First Aid & CPR certificate

**Desirable**

- Certificate III in Business Administration or
- 3 years' experience in a similar role

**Key Selection Criteria:**

1. Demonstrated administrative skills.
2. Strong written and oral communication and interpersonal skills.
3. Ability to manage sensitive information and maintain a high degree of confidentiality.
4. Ability to use initiative in the work place and demonstrate problem solving skills.
5. Effective time management and organisational skills.
6. Be a team player, with a positive attitude towards pitching in.
7. Demonstrated expertise across the Microsoft Office suite of programs.