

Position Description

Reception & Intake Support Officer

Position type	Administration and Support, Corporate Services
Position title	Reception & Intake Support Officer
Work location	Doable Head Office MM4, 49 Eramosa Road West, Somerville
Employment type	Permanent full time
Working hours	38 hours per week, Monday to Friday. Ordinary hours 8.30 am to 5.00 pm. This role is based on site five days per week.
Organisation overview	To provide high-quality support to people with disabilities living in supported independent living across the Mornington Peninsula. With Doable's vision for continued improvement at the heart of all we do, our team will be responsive, progressive and innovative leaders in providing support services to people who have a disability. All staff must support the Doable Purpose and Values at all times.
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) Classification: Social and community services employee, Level 2
Scope	The incumbent performs a range of reception, administration and intake support duties using established procedures, practices and systems. Judgement is generally limited to prioritising work, responding to routine enquiries and escalating matters that fall outside delegated authority.

OUR PURPOSE

We make an ordinary life **doable**.

Our vision

A leading provider of progressive, inclusive support for people with disabilities.

Our mission

To collaboratively deliver better futures for people with disabilities by providing contemporary supports that empower them to take control of their lives.

OUR VALUES

01

We show up

We lead with presence, integrity and care – for each other and the people we support.

02

We are curious

We seek out different perspectives and co-create better ways forward, together.

03

We stand out

We lead with courage, fresh thinking, and take pride in doing things differently.

Position purpose

The Reception & Intake Support Officer is the warm, helpful and welcoming face of Doable, and often will be the first point of contact for our community, our families, our employees, prospective new clients and most importantly, the people we support. The successful candidate aligns to our Doable Values, is passionate about customer service excellence, engages with empathy and warmth, and brings a ‘can do’ approach to problem solving.

Exceptional customer service practice is key to this role, with the successful candidate bringing a demonstrated understanding of end-to-end customer experience. Every point of contact shapes the experience of participants, families, support coordinators and our employees, and this role will lead the way in customer experience excellence in everything we do.

The successful person will be responsible for Doable’s front of house presence at our newly built Somerville office. They will welcome everyone who walks through the door, ensure our office is well provisioned and supported, and will ensure every call, email, or in person enquiry and visitor is attended to promptly and reaches the right person quickly.

Importantly, the person will also handle the first stage of new enquiries and referrals. That means understanding the nature of the enquiry, recording it accurately, communicating effectively to the right team, and following up until the matter is closed or properly handed over.

The role also provides general administration support to Doable’s brand new Head Office, ensuring that day to day resourcing is managed efficiently to enable exceptional service delivery.

A day in the life of

You arrive at reception, ready to be the welcoming face of Doable. As one of the first people clients, visitors and staff interact with, you take pride in representing the Doable brand with professionalism, warmth and positivity.

You begin the day by reviewing staff whereabouts and schedules, ensuring you know where key staff are located so you can confidently assist visitors and respond to enquiries. Your organised approach means you have a clear understanding of your priorities and key tasks for the day ahead.

As staff arrive, you greet them with a friendly smile and help create a positive atmosphere in the office. Not long after, your first visitor arrives. You warmly welcome them, learn more about the purpose of their visit and quickly connect them with the most appropriate staff member. While they wait, you ensure they feel comfortable and informed.

Throughout the day, you manage a steady flow of phone calls, emails and walk-in enquiries. You listen carefully to understand each person's needs, accurately record information and ensure requests are directed to the right people. Your attention to detail and excellent communication skills helps create a positive experience for everyone who contacts Doable.

Between enquiries, you follow up with potential new clients, provide general information about our services and support staff who are managing new referrals and customer requests. You enjoy working collaboratively and are always looking for opportunities to assist the team and keep things moving.

No two days are the same. You enjoy balancing multiple priorities while maintaining a calm and professional presence. Whether it's following up on new client enquiries, co-ordinating office supplies, supporting meeting room bookings, helping visitors, assisting staff or ensuring the office remains welcoming and organised, you take pride in keeping the office running smoothly.

As you complete your day, you feel proud of the people you've supported, the relationships you've strengthened and your contribution to a welcoming, professional and efficient workplace which leaves you energised and ready to do it all again tomorrow.

Key accountabilities and responsibilities

Reception and front of house

- Staff the reception desk across business hours and present a welcoming, professional and accessible first point of contact for Doable.
- Greet visitors, participants, families, staff and contractors on arrival, complete sign in, and notify the person they are here to see.
- Answer, screen and transfer incoming calls promptly and courteously, and take clear, accurate messages when the right person is unavailable.

- Maintain reception coverage during business hours and arrange handover or backup support when unavailable.
- Monitor the general enquiries inbox and respond to or redirect emails within agreed timeframes.
- Keep reception, waiting and meeting areas tidy, safe and presentable.
- Manage visitor sign in, keys, access passes and staff identification, and record issue and return.
- Book meeting and training rooms where required and keep the room calendar current.
- Adjust how information is given as required so people can understand it and arrange interpreters or other communication supports when needed.

Enquiry handling, triage and follow through

- Take enquiries by phone, email, website and in person from participants, families, support coordinators, referrers, suppliers and the members of the community.
- Ensure enquiries are triaged and directed to the right team or person within agreed timeframes.
- Prepare and distribute intake packs, information kits, and welcome materials to prospective participants and families.
- Maintain the customer enquiry register and ensure enquiries are appropriately recorded, monitored and followed up in accordance with established procedures.
- Track open enquiries and follow up with the responsible person until the matter is closed or handed over, and escalate anything that stalls beyond agreed timeframes.
- Provide accurate general information about Doable and its services and escalate anything that calls for specialist knowledge or judgement.

Intake support

- Act as first point of contact for new service enquiries and referrals, gathering initial information using Doable's standard intake form and question set.
- Log new enquiries and referrals in LENS/client management system and triage for referral to the appropriate person.
- Send information packs, welcome material and forms to prospective participants, families and referral sources.
- Follow up outstanding forms, consents and documentation so referrals are not delayed by missing paperwork.
- Keep intake records current and complete so files are accurate at handover. Escalate complex, urgent or sensitive enquiries to the appropriate manager or specialist staff member.

General administration

- Provide day to day administrative support to Head Office.

- Manage incoming and outgoing mail and couriers.
- Order and monitor stationery, kitchen and cleaning supplies, and track spend against the relevant cost centre.
- Arrange catering for meetings, functions and training as requested.
- Maintain Doable contact lists, phone lists and distribution lists.
- Coordinate internal and external archiving, including storage, retrieval and destruction requests.
- Prepare straightforward correspondence, mail outs and documents from templates or direction.
- Assist with printing, collation and preparation of materials for training and events.
- Provide ad hoc administrative assistance to members of the Executive team on request.
- Monitor shared office spaces, meeting rooms and amenities to ensure a professional, safe and welcoming environment for staff and visitors.

Communications and social media support

- Schedule and post approved social media content under the direction of Doable's brand and content expert.
- Monitor social media activity and respond, triage and escalate where an intake opportunity is identified.
- Keep reception signage, brochures and displayed information current.

Compliance, privacy and safety

- Handle participant, family and staff information confidentially and in line with the Privacy Act 1988 (Cth), the NDIS Act and Doable's privacy and records policies.
- Comply with the Doable Employee Code of Conduct, the NDIS Code of Conduct and all Doable policies, procedures and lawful and reasonable directions.
- Follow safe work practices, report hazards, incidents and near misses promptly, and take part in health and safety training and activities.
- Support a safe reception environment, including visitor management, emergency procedures and evacuation processes.
- Raise concerns about the safety or wellbeing of any person we support promptly, through the reporting channels set out in the Employee Code of Conduct.
- Complete all mandatory training and keep required checks current.

Core capabilities

These capabilities apply to every person working in an administration and support role at Doable.

Support participant rights and inclusion	Respect the rights, choices and dignity of the people we support in every interaction. Make sure reception and enquiry processes are welcoming, accessible and free from discrimination.
Communicate effectively	Communicate clearly, warmly and professionally with participants, families, colleagues and external contacts. Adapt communication to suit the person in front of you.
Support health, wellbeing and safety	Follow safe work practices and contribute to a safe office environment. Identify and report concerns about the safety or wellbeing of any person.
Work as part of a team	Contribute to a positive team culture. Share information, support colleagues and ask for help when unsure.

4. Role specific capabilities

Customer service	Handle a busy and high-profile front desk and phone line with warmth and composure. Stay calm and courteous with all staff, visitors, and community.
Follow through	Track open items to completion. Return calls, follow up outstanding information and confirm outcomes. Seek clarification where required.
Triage and referral	Listen, ask questions to understand what is being asked, and refer it to the right person the first time. Escalate promptly and provide timely feedback.
Administrative accuracy	Enter and maintain accurate records across systems, filing structures and contact lists. Review work to ensure accurate, and correct errors promptly.
Confidentiality and discretion	Handle sensitive information appropriately, including at an open reception desk where conversations can be overheard.
Cultural safety and accessibility	Respond respectfully to people with disability, from Aboriginal and Torres Strait Islander, culturally and

	linguistically diverse and LGBTIQ+ backgrounds, and to people with a range of communication needs.
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Position requirements

Mandatory compliance requirements	NDIS Worker Screening Check (National) NDIS Worker Orientation Module (Quality, Safety and You) Working with Children Check (Employee) Current Australian driver licence (desirable) Evidence of the right to work in Australia
Qualifications	Certificate III in Business, Business Administration or a related field highly advantageous, or equivalent knowledge and experience.
Essential skills and experience	• Customer service excellence • Experience in reception, customer service or administration in a role with high volumes of phone and face to face contact. • Organisational skills to manage competing demands at a busy front desk and stay organised under pressure. • A warm, calm and professional manner with people from a range of backgrounds, including people with disability, families and carers. • Demonstrated follow through, keeps track of open items and closes them out. • Accurate data entry and strong attention to detail. • Clear written communication for messages, emails and routine correspondence. • Working knowledge of Microsoft Office, including Outlook, Word, Excel and Teams. • Ability to handle sensitive and confidential information with discretion. • Ability to work within established procedures, ask when unsure and escalate appropriately.
Desirable skills and experience	Experience in disability, health, aged care or community services. Experience using a CRM or client management system. Experience supporting intake, referral or enquiry processes.

	Experience managing or contributing to organisational social media accounts. General understanding of the NDIS and how participants access supports.
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Organisational context

Reports to	Resources Manager
Direct reports	Nil
Key internal relationships	All Head Office staff Executive Team Growth & Engagement Officer Support Planners Operations Manager and Team Leaders People, Culture and Safety
Key external relationships	Participants, prospective participants, families and carers Support Coordinators/NDIS Coordinators Referring agencies, hospitals and allied health providers Suppliers, contractors and building visitors Centre Management Contractors, Trades and trainers

7. Conditions of employment

- This is a permanent full-time position of 38 hours per week, worked Monday to Friday on site at Head Office in Somerville.
- The position is classified under the SCHADS Award as a Social and community services employee, Level 2.
- All employees are required to complete mandatory training, keep screening checks and qualifications current, and take part in performance and development activities.
- Duties not specified in this position description may be required from time to time. These duties will be consistent with the classification level and with the employee's skill, competence and training.
- This position description is subject to review and may change in line with the operational requirements of Doable and the people we support.

Acknowledgement

I have read this position description and understand the requirements of the role.

Employee name	
Signature	
Date	