

CatholicCare NT Role Description

Position Title		Receptionist Visitor Accommodation
Position Number		CC2599
Salary		Base Salary SCHADS Grade 2 Plus Superannuation guarantee, 17.5% leave loading and salary packaging option
EFT		Full time 38 hours per week
Location		Crerar Rd
Commencement		September 2025
Completion		Ongoing (subject to funding)
Last Reviewed		August 2025

1. Program Description

CatholicCare NT (CCNT) is a not-for-profit organisation committed to building safe, respectful, and empowered communities across the Northern Territory. We provide a diverse range of social services that support individuals, families, children, schools, and communities, many of whom live in remote or very remote areas. Guided by our values of respect, honesty, courage, connection and fairness, we work in partnership with local communities, with a strong commitment to Aboriginal and Torres Strait Islander peoples and cultures.

Our Crerar Road accommodation facility provides predominately an Indigenous accommodation service, comprising of a 190-bed shared visitor accommodation over two adjacent properties. The Crerar Road accommodation facility provides a home away from home experience to our participants who come to town for medical appointments, shopping, catching up with family or sporting events. In addition to this we provide renal, and homeless accommodation.

CatholicCare NT operates the Crerar Road Accommodation site seven days, twenty-four hours. Meals are included.

2. Purpose of the Position

The Receptionist Visitor Accommodation plays a vital front-line role in ensuring a welcoming, safe, and well-organized experience for all participants staying at the visitor accommodation. This role is responsible for participant check-ins and check-outs, effective communication and support, payment processing, general administration, and maintaining accurate records across systems. The receptionist also coordinates with external service providers and internal teams to ensure operational efficiency and participant satisfaction.

3. Organisational Relationships

Works under regular supervision and reports to the Supervisor Visitor Accommodation Reception. May provide limited guidance to a limited number of lower classified employees.

4. SCHADS Grade 2 Characteristics

- Work under general guidance within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge.
- General features at this level consist of performing functions, which are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures.
- Assistance will be readily available.
- May be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the organisation. In addition, employees may be required to assist senior workers with specific projects.
- Expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees or volunteers concerning established procedures to meet the objectives of a minor function.
- Responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of lower classified employees or volunteers.
- Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.

5. Key Responsibilities and Performance Standards

5.1 Participant Liaison

- Welcome, check in, and check out participants professionally and respectfully.
- Escort new participants to their rooms and provide a clear induction on visitor accommodation rules and expectations.
- Communicate effectively to ensure all participants understand their stay requirements.
- Respond to participant issues and complaints in a timely and appropriate manner, referring when necessary.
- Follow up on appointments and bookings related to participants' needs.
- Accurately record notes and updates in the participant database.

5.2 Payments and Accounts

- Ensure rent, power, rental, and Centrepay accounts are monitored and up to date.
- Issue accommodation invoices and account statements to participants as required.
- Enter payments and receipts into individual participant files and update the central database.
- Receive, verify, and record all payments using visitor accommodation Intake Forms and appropriate systems.

5.3 General Administration Duties

- Answer and redirect phone calls and enquiries appropriately, taking detailed messages where needed.
- Manage bookings via phone or email, maintaining accuracy in the accommodation register.
- Liaise with NGOs, Patient Travel, Royal Darwin Hospital (RDH), and other agencies to coordinate travel and appointments.

- Manage participant extensions based on purchase orders (POs), track departures, and request PO extensions as required.
- Prepare and submit incident reports when necessary.
- Perform physical daily bed checks in line with the accommodation register.
- Ensure visitor accommodation Intake Forms are completed, filed, and ready for bi-monthly invoicing.
- Maintain general office supplies, print and stock required signage for staff and cleaners.
- Keep shredding, workspace cleanliness, and COVID-safe cleaning practices up to date.
- Ensure the integrity and accuracy of the visitor accommodation database is maintained.
- Update and manage the daily staff accommodation list, debit/credit lists, and banned participant records.
- Manage incoming and outgoing mail.

5.4 Caretaker Handovers – AM & PM

- Print end-of-day paperwork for caretakers, kitchen, and cleaning staff.
- Conduct participant bed checks against bedsheet at dinner time.
- Record and update caretaker notes in the database, including room changes.
- Manage shift cash float and perform start/end of shift reconciliation.
- Complete end-of-day reports and leave detailed handover notes for caretakers.
- Review and correct visitor accommodation Intake Forms and close off records as appropriate.
- Mark no-shows and check in any late or previous night arrivals.

5.5 Canteen Duties

- Receive payments for canteen purchases, enter sales, and record payment types.
- Re-stock shelves, order supplies, and monitor stock control.
- Add new stock to the system accurately.
- Complete weekly canteen balance and reconciliation.

5.6 Participate in Supervision and Evaluation activities by:

- entering accurate data in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy

5.7 Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the

relevant authorities as per policy and procedure. Any criminal charges or convictions received during employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty-eight (48) hours.

6. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must also demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

7. Work Conditions

- This role requires a balance of desk-based administrative tasks and on-the-ground interaction with participants.
- Shifts may include early mornings, evenings, and occasional weekends, depending on operational needs.
- Physical duties such as escorting participants and performing bed checks are part of daily responsibilities.

8. Selection Criteria

- 1) Previous experience in a receptionist, administrative, or visitor accommodation/hospitality environment preferred.
- 2) Food Safety Certificate (or willingness to obtain).
- 3) Current First Aid Certificate (or willingness to obtain).
- 4) High-level interpersonal and communication skills with a calm and professional manner.
- 5) Strong computer literacy, especially in data entry and database management.
- 6) Basic financial literacy for handling accounts, invoices, and petty cash.
- 7) Excellent organizational skills and attention to detail.
- 8) Ability to multitask and manage competing priorities under pressure.
- 9) Understanding of working with culturally diverse or vulnerable groups is desirable.
- 10) Commitment to confidentiality, integrity, and respect for participant privacy.

9. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children or been charged or convicted of a domestic violence offence.

- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) This position is classified as a mandatory worker position for the purpose of directions issued by the NT Chief Health Officer.
- 7) Six-month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) Aboriginal people are strongly encouraged to apply.