



POSITION DESCRIPTION

STUDENT RECEPTIONIST (GENERAL OFFICE)

Context

Rosebank College, Five Dock, is a Good Samaritan, Benedictine, Catholic co-educational school committed to the successful integration of eLearning and innovative pedagogy across the Curriculum for Years 7 to 12.

Rosebank College belongs to the community of ten schools across Australia called Good Samaritan Education (GSE). Established in 2011 by the Sisters of the Good Samaritan, GSE schools offer quality Catholic education in the Good Samaritan Benedictine tradition. Rosebank is guided by the Good Samaritan Philosophy of Education and shaped by its commitment to the values of our spiritual tradition, including stewardship, mutuality, prayer, hospitality, humility, discernment, justice and peace. The College is committed to developing students who will engage with today's world as grounded, hope-filled young people who are equipped to lead wisely, to listen deeply and to treat their neighbour and their environment with justice, love and the compassion of Christ.

Rosebank College is incorporated and governed locally by a Board of Directors who are accountable through the Company Members to GSE.

Core Role Purpose & Accountability

Reporting to the Principal through the Dean of Administration, the Student Receptionist (General Office) is primarily responsible for administering first aid services on behalf of the College. As the College's Senior First Aid Officer, this position must lead a team of First Aider Officers, maintain the College's first aid kits and medical equipment, administer student medications and be responsible for Sick Bay.

The Student Receptionist (General Office) must also provide quality customer service to students, staff, families, and suppliers across both counters of the front office of the College.

This position promotes Rosebank as a place of welcome in interactions with the wider community and internal staff and students. This position also supports the daily student administration matters and associated communications and also ensures that the health and safety needs of students and staff are being met. The Student Receptionist (General Office) reports to the Dean of Administration.

Role Responsibilities

Specific responsibilities of the Student Receptionist (General Office) include:

Contributing to the Implementation of the College's Vision and Mission and the Building of the College Community in the Tradition of the Good Samaritan by

- Upholding the Benedictine value of service to others in community

- Providing a high standard of service which will support the realisation of the College's Vision and Mission and Good Samaritan ethos and the Strategic Plan
- Supporting perspectives which are consistent with the Catholic ethos of the College
- Participating in and supporting College and community events
- Attending College liturgical celebrations as required
- Developing harmonious relationships with staff and students via daily interactions

Providing Professional and High-Quality Support/Administrative Services in the management of College by

- Primary responsibility is to assume the role of Senior First Aid Officer in the College, this includes:
 - Attending to ill or injured students and staff and assessing their health care needs
 - Providing first aid in a calm and effective manner
 - Admitting students into Sick Bay for ongoing treatment and observation, when required
 - Recommending the transfer of care to ambulance or medical services when the situation requires. In the cases of these serious medical emergencies, informing a member of the Leadership Team (LT)
 - Liaising with the Visitor Receptionist (General Office) to contact parents/carers to organise collection of sick or injured students if they require further medical treatment or are too unwell to remain at school
 - Following infection control guidelines, reporting any suspicion of contagious conditions that arise within the College by informing a member of the LT
 - Ensuring student privacy, safety and comfort is maintained at all times
 - Wearing appropriate Personal Protective Equipment (PPE) when attending to individuals who are sick or injured
 - Ensuring that student incident or injury reports are recorded in CompliSpace, including treatment notes
 - Entering students in and out of Sick Bay in Edumate (as amended or replaced)
- Securely storing student medications, dispensing as prescribed and promptly updating records, as per College guidelines
- Responsible for the maintenance of first aid kits and medical equipment around the College:
 - Ensuring that emergency medical first aid equipment is current, safe and functional
 - Maintaining and restocking first aid kits, medical and PPE supplies
 - Ensuring appropriate signage clearly identifies these first aid and medical equipment locations around the College
- Maintaining and updating records of student medical conditions and allergies:
 - Obtaining all relevant and current student health documentation, including medical management plans, and medications
 - Ensuring a digitised copy of all medical alerts and medical management plans are uploaded into student's Edumate profile
 - Ensuring that all medications are clearly labelled and securely stored with the relevant medical management plan attached
 - Keeping an accurate inventory of student medications stored at the school, including their expiry date. Sending reminders to parents/carers at least one month before the item expires, and following-up until a replacement is received
 - Placing current student medical posters in key locations around the school
 - Providing regular updates to staff regarding student medical alerts and medical management plans to ensure the safety and wellbeing of 'at risk' students
- Preparing appropriate first aid kits for all offsite events, and:
 - Liaising with Event Coordinators, including camp, retreat, co-curricular and extra-curricular staff, regarding specific medical needs of the group

- Ensuring that all student medications are packed and collected with clear instructions on how and when they are to be administered when any of these students are offsite for any length of time
- Being available to attend certain offsite events, including those that are overnight, as College First Aid Officer
- Ensuring that first aid kits and student medications are returned to Sick Bay after each offsite event
- Maintaining a well-organised, clean and well-stocked Sick Bay
- Assisting in ensuring that first aid supplies are available, and accessible by any person rendering assistance to students
- Liaising with the Enrolment Registrar to access medical conditions for new students
- Assisting the Administration Deanery and NSW Health with the organisation and implementation of student vaccinations
- Coordinating the flu vaccination program for College staff
- Collaborating with other First Aid Officers to ensure effective and efficient administration and delivery of all facets of first aid across the College
- Servicing the Student Counter on the General Office:
 - Sign-in latecomers and sign-out early leavers in Edumate
 - Registering student absences in Edumate
 - Entering Event attendance in Edumate
 - Issuing student Concession Cards and Proof of Age Cards
 - Securely storing student mobile phones
 - Handling items of lost property
- Liaising with the Dean of Administration around the day-to-day operations of the front office
- Monitoring visitor registration using 'Who's on Location' software
- Maintaining a welcoming environment and appropriate hospitality for students, staff and visitors
- Ensuring that the main reception area is always kept in a pristine condition to provide the appropriate image and conditions for the receipt and welcome of visitors
- Assisting in answering incoming calls and emails to the College in a timely manner and redirecting and/or recording as needed
- Maintaining records of school operations, phone calls and visits, and able to transfer messages accurately and reliably
- Providing clerical assistance for teachers
- Providing back-up for the Visitor Receptionist (General Office)
- Developing harmonious relationships with staff and students via daily interactions
- Assisting with guiding large groups of visitors through the registration process and inform them, with courtesy and clarity, of the College's COVID-19 Safety Plan, Safeguarding and WH&S procedures while they are on site
- Ensuring that all enquiries, received in any mode, from visitors, parents, staff and students are dealt with positively, efficiently and appropriately and in accordance with the College's Safeguarding Policy
- Maintaining a high level of confidentiality, discretion, professional dress, and professional conduct
- Keeping up-to-date with College emergency procedures and fulfil duties assigned to the role including but not limited to:
 - Collecting First Aid kits and First Aid vests
 - Escorting students from Sick Bay to evacuation assembly point
 - Closely monitoring and treating the condition of these students at the assembly point
- Securely handling and managing the personal and sensitive data of staff and students
- Core qualities include:
 - Well developed communication skills both written and verbal
 - Excellent organisational, administrative and first aid skills
 - Ability to remain calm in an emergency

- High attention to detail: collecting data and creating reports to support the improvement of student's health, safety and wellbeing
- Ability to multitask and prioritise workload
- Commitment, reliability and availability
- Proven ability to show initiative and take direction
- Strong interpersonal skills
- Able to provide a high level of customer service and care
- Excellent ability to build rapport with students and maintain positive relationships
- It is a prerequisite that this position holds current qualifications in the following areas and maintains these qualifications in order to continue in this role:
 - Provide First Aid
 - Provide Cardiopulmonary Resuscitation (CPR)
 - Emergency First Aid Response in and Education Setting
 - Automated External Defibrillator (AED)
 - Management of Asthma and Anaphylaxis

Contributing to the Service and Professionalism of the College Support Staff Team by

- Building a positive and welcoming environment to maintain and promote College Events
- Participating in support staff meetings
- Demonstrating flexibility and responsive to changing demands
- Ability to work independently and as part of a team by taking on other roles and tasks within the Support Staff team as needed from time to time
- Supporting the College priorities to achieve a positive and nurturing learning community for students and staff
- Being committed to ongoing personal planning and professional development to enhance the level of service presented

Other appropriate duties as assigned by the Dean of Administration the Principal or his/her delegate.

Hours of Work

7am- 3pm (Averaged - school term time only, with breaks before the students' recess and lunch times)

The College may vary this Position Description, in response to the changing needs of the College

ROSEBANK COLLEGE MISSION STATEMENT

We encourage a love of Christ, stewardship, hospitality, compassion and service working in partnership with our families, our staff and the broader community.

As a Catholic community, we give strong witness to our role as advocates of equity, diversity and justice. As a local community, we strive to support programs and partnerships focussed on collaboration, giving, service and care. As global citizens, we respond critically and intelligently to our changing world, its demands and the educational and personal challenges of our students. We commit to sustainability and environmental responsibility.

OUR VISION

Rosebank's Vision is to be a community of faith for all to realise their full potential through personal leadership and lifelong learning.

We strive to develop leaders committed to personal excellence who:

- Nurture the importance of self-leadership and leadership of others
 - Embrace opportunities with agility and imagination
 - Respond with empathy and act with determination and compassion
 - Accept humility and service as a source of strength to empower others
 - Act as brave and critical thinkers who persevere with challenges
 - Advocate with moral courage for the good of others and our environment
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