



Job Description Form

Department of Justice Purpose

To provide a safe, secure and decent corrective services which contribute to community safety and reduced offenders' involvement in the justice system.

Position Title Receptionist/Cashier		Special Conditions
Effective Date January 2012	Position Number 004039	Level Level 1
Division Adult Custodial	Directorate Custodial Operations	Branch Boronia Pre-release Centre for Women

Divisional Outcomes

Reduce re-offending; protect the community and direct offenders towards the adoption of law-abiding lifestyles.

Directorate Outputs

Custody and containment;
Care and well being;
Reparation: and
Development and reintegration.

Branch Outputs

Managing the Centre to ensure security and good order is maintained in line with its business plan, resource management budget and statutory requirements;
Managing the Centre to ensure the care, well being and developmental needs of residents are met;
Developing effective community and industry programs aimed at providing reparation to the community; and
Managing the delivery and encouraging resident participation in programs aimed at preventing re-offending.

Role of the Position

Boronia Pre-Release Centre for Women is a 70-bed minimum-security institution in the suburb of Bentley. Numerous programs are offered to residents including community programs that encourage residents to reintegrate back into the local community. The Centre aims to facilitate the process of re-entry through strengthening family ties and preparing residents through access to offence focussed and other rehabilitation programs. Boronia has a strong focus on community responsibility which is built by actively interacting with community members, both in the Centre and in the local community, to establish positive and mutually beneficial social networks.

The Receptionist/Cashier is responsible for:

- Operating the Centre's switchboard
- Providing an effective and professional reception service for staff and visitors to the Centre
- Maintaining the Centre's Occurrence Book entries
- Receiving and distributing the Centre's incoming mail and recording outgoing mail
- Receiving revenue and disbursing expenditure in accordance with correct banking procedures
- Maintaining and reconciling the Centre's petty cash advance
- Undertaking duties pertaining to prisoners private cash and gratuities and the prisoner phone system

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Responsibilities of this Position

1. Administration

- Manage the Centre's switchboard – answer incoming calls, greet callers, provide information where appropriate, transfer calls and/or take messages as necessary.
- Provide an efficient and professional reception service for the Centre's visitors and staff and make accurate entries in the Occurrence Book.
- Receive and disseminate incoming mail including the receipting of monies received through the mail, maintain an accurate record of all outgoing mail.
- Maintain and reconcile the Centre's petty cash, receipt all monies received, correctly record receipted monies and bank monies daily.
- Administer prisoner gratuity and private cash accounts on the Department's prisoner management system – process prisoner expenditure pertaining to prisoner phone accounts, newsagent accounts, FER payments, education, medical, miscellaneous purchases conducted external to the Centre's Canteen, exit payouts, cash sign-outs and board payments made by 'Prison Employment Program' (PEP) approved prisoners.
- Assist the Centre's Management with maintenance of the ACCESS Compliments register, with archiving of records and with typing, data entry and general clerical work as required.

2. Team Work

- Participates constructively and positively within workplace teams to achieve tasks. Gains experience and knowledge of other administrative positions within the Centre by relieving in these positions as required and when deemed appropriate.

3. Policy and Procedures

- Ensures compliance with legislation and corporate policies, practices and procedures, providing advice to appropriate personnel on issues impacting the prison. Ensures that quality control procedures are established and maintained.

4. Security

- Ensures visitors/contractors have appropriate identification
- Ensure visitors/contractors are allocated lockers and do not take belongings into the Centre

5. Information and Knowledge Management

- Accesses and applies identified and appropriate information to achieve tasks and undertake document control and retrieval. Maintains confidentiality as appropriate under legislative requirements.

6. Continuous Improvement

- Participates in the identification of and applies opportunities for continuous improvement within the team.

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Work related requirements (Selection Criteria)	Context within which criteria will be applied and/or general standard expected
Essential	
1. Administration Skills	Knowledge and experience of administrative and clerical procedures and systems pertaining to cash handling, banking, customer service, data entry, and communication systems such as switchboard and intercom.
2. Communication and Interpersonal Skills	Using written and oral communication to convey information to different audiences.
3. Teamwork	The ability to participate constructively and positively within work place teams to achieve tasks.
4. Time Management and Organisation	The ability to prioritise, organise and complete work within set timeframes.
5. Information and Knowledge Utilisation	The ability to use, record and store information and knowledge effectively to complete tasks. Includes dealing with confidential information in a sensitive and discreet manner.
Desirable	
Knowledge	<p>Knowledge and understanding of the Financial Management Act 2006, Financial Management Regulations of 2007, and Treasurer's Instructions and the Department's policies and procedures including those applicable to the administration of prisoner monies.</p> <p>Knowledge and understanding of women's imprisonment issues, child development, parenting skills, community liaison and development.</p>
<p>Please note the following additional pre-appointment requirements to comply with the Prisons Act and Regulations and applicable Departmental policy and procedures. A successful applicant must:</p> <ul style="list-style-type: none"> • Receive a clearance through a national Criminal History check and the Departmental integrity assessment; • Possess a current 'C' class motor vehicle driver's licence. <p>(NOTE: When applying for vacant positions, applicants are required to address the Work Related Requirements in the left-hand column only. The context and standards only provide general guidelines within which the Work Related Requirements will be applied).</p>	

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Reporting Relationships

Title
Business Manager
Classification
Level 6

Responsible to

Title
Administration Officer
Classification
Level 3

Responsible to

This office

Other offices reporting to this office

Title and classification

Nil

Offices under direct responsibility

Title	Classification	Number of FTEs supervised and controlled

Location and Accommodation

Location
Boronia Pre-Release Centre for Women

Accommodation
N/A

Allowances / Special Conditions

The Contract of Employment specifies conditions relating to this position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Delegated Authority Approval

Signature	
Date	/ /