



JOB DESCRIPTION - RECEPTIONIST

REPORTS TO: Home Manager

RESPONSIBILITY:

- To warmly greet all visitors to the home, welcoming and directing them in line with safeguarding procedures.
- To answer, screen and forward incoming calls, providing basic information to respond to enquiries, in line with company policy.
- To maintain security by following procedures and controlling access.
- To ensure all reception duties associated with the home are carried out in an effective, efficient and timely manner.
- To provide administrative support to the Home Manager and the Management team as and when requested/required.
- Undertake all activities ensuring confidentiality at all times.
- To take part in any associated training activities in order that you ascertain the skills and knowledge to carry out your role in an effective and safe manner.

KEY ACCOUNTABLES:

- To carry out receptionist duties and assist with enquiries, including the answering of telephones.
- To ensure that all manual and computerised records are maintained, are legible and accurate.
- To ensure that all correspondence and reports, including general clerical duties, typing, and photocopying are carried out in an accurate and timely manner.
- To implement systems to collate accurate information as requested by the Management Team.
- To ensure that all records are filed in their correct location and are accessible as and when required
- To assist with the ordering of but not limited to stationery, food and cleaning materials.
- To ensure that all associated administration duties are carried out effectively, efficiently and in a timely manner.
- To assist and support other care home staff at meal times.
- To ensure that attendance to both mandatory and required training courses are met in order that skills, knowledge and competency levels are maintained to carry out the role efficiently and effectively.
- To attend all staff meetings and staff supervision sessions as and when required.

- Ensure the required NVQ training is met in order to carry out the role efficiently and effectively.
- Support the equality, diversity and rights of Residents, Carers and Colleagues.
- It is the responsibility of every member of staff to ensure compliance with health and safety at work legislation.
- It is the responsibility of every member of staff to protect themselves and others against an infection risk. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to the manager. All staff undertaking patient care activities should attend infection control training and updates as required by this organisation.
- Be committed to personal and professional development is maintained and ensure the required QCF training is met in order to carry out the role efficiently and effectively.
- To ensure adherence to the Company's dignity at work and bullying a harassment policy is adhered to at all times. Racial, sexual or any other harassment will not be tolerated.
- It is the personal responsibility of all staff to act in accordance with Care Act 2014, (UK). The Nursing Regulations (Northern Ireland) 2005. The Residential Care Homes Regulations and Associated Minimum Standards (NI)
- To be flexible and perform any other duties that may arise from time to time to meet the ongoing needs of the company.

I....., accept and agree to be bound by the objectives and accountabilities of the job descriptions as set out above.

Name	
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Signature	
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Date	
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PERSON SPECIFICATION
ADMINISTRATION ASSISTANT

		ESSENTIAL	DESIRABLE	ASSESSED BY
EXPERIENCE	<ul style="list-style-type: none"> • Previous reception experience • Proficient with Microsoft Office • Previous experience working in a care setting • Previous administration experience 	<p>E</p> <p>E</p>	<p>D</p> <p>D</p>	<p>App Form/Ref/ Interview</p> <p>Test</p> <p>App form/interview</p> <p>App form/interview</p>
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of Care Act 2014 • Safeguarding of Vulnerable Adults • Aware of Equality and Diversity 		<p>D</p> <p>D</p> <p>D</p>	<p>Interview</p> <p>Interview</p>
SKILLS/ COMPETENCIES	<ul style="list-style-type: none"> • Written communication • Verbal communication • Excellent interpersonal skills • Attention to detail • Commitment to the delivery of excellence • Teamworker • Ability to meet deadlines • Ability to multitask • Ability to work under pressure 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>		<p>Interview</p> <p>Tel Interview/Int</p> <p>Interview</p> <p>Test</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
BEHAVIOURS	<ul style="list-style-type: none"> • Approachability • Courteous 	<p>E</p> <p>E</p>		<p>Interview</p> <p>Interview</p>