

## **Job Description**

Position Title: Service Care Partner (Receptionist)

Department: Administration

Reports To: Director of Human Resources

### **Organizations Mission, Vision, and Values**

Our purpose is to provide an affordable home with assisted living services allowing older adults to live in a safe, caring, and supportive environment while maintaining their dignity, independence, and purpose. We strive to be a person-centered organization based on resident self-determination. Accordingly, the primary purpose of your job is to promote the health and well-being of all individuals living in the community and treat it as their home. It is essential that you have a genuine interest in being a contributing member of a team that cares for and works with older adults. A critical function associated with your position is the daily enactment of person-centered care values by treating everyone with dignity, respect, courtesy, compassion, and care.

### **Position Summary:**

The Receptionist plays a key role as a member of the comprehensive interdisciplinary healthcare team that works closely with the administrative staff, residents, families, and others. The Service Care Partner provides psychosocial and physical care to individuals to meet their daily needs and enable them to attain their highest practical level of wellbeing-physically, psychologically, and socially. Your primary objective is to provide person-centered care to, and advocate for, individuals living in the care community to the full extent of your training. The Receptionist greets and directs visitors- entering the facility, answers phone, sorts incoming mail, accepts deliveries, photocopying, and filing.

Key Duties and Responsibilities:

### **Leadership**

- Greet all phone callers and visitors to the community with eye contact and a smile intending to aid and honor requests to the best of your ability.
- Feel empowered to problem solve and ask for assistance from others whenever necessary to assist a visitor, residents, or family member.
- Establish relationships by referring to residents, family, and visitors by name.

### **Psychosocial Support**

- Observe and recognize that behavior is communication for those who cannot communicate properly.
- Encourage individual involvement in the community.

### **Individualized Care**

- Promptly answer inbound calls to the community within 3 rings, provide a continuous greeting, and ask questions as needed to clarify, understand, and respond to the needs of the callers in a personable manner.
- Follow telephone policy guidelines.
- Offer clear, concise prompt options for transferring callers to their desired person or department.
- Reliably transfer calls the first time without incident.

### **Documentation**

- Ensure all visitors and vendors sign in and out when they enter and leave the community.
- Ensure all visitors and vendors are given and wear a name badge indicating status.
- Manage incoming and outgoing mail daily.
- Ensure individual's package and prescriptions are delivered in a timely manner.
- Monitor all individuals leaving the community and aid as needed.
- Receive requests from within the community and locate personnel through silent paging system.
- Receive inquiries and release information in accordance with established policies and procedures.
- Maintain a current listing of the name and room number of individuals living in the community, as well as emergency phone numbers of on-call personnel, department extensions, key personnel, etc.
- Give directions/information to visitors, guests, residents, sales representatives, etc.
- Offer beverages to visitors waiting for administrative personnel, as appropriate.
- Monitor presence and locations of sales representatives in the facility.
- Issue and collect identification badges as representatives sign in/out.
- Ensure guests/visitors abide by existing rules and refuse admission to persons as directed.
- Report suspicious persons/information to supervisor immediately.
- Assist with administrative duties as directed (e.g., typing, filing, posting accounts.)
- Receive, sort, distribute or return to sender. Purge the mail folders to discard or distribute correspondence.
- Operate copier, office machines, etc., as requested.
- Report grievances or concerns on behalf of the resident/families.

### **Collaboration**

- Maintain open communication with all members of the multi-disciplinary team to ensure that individuals preferences are honored.
- Participate in inspections made by authorized government agencies and develop and implement appropriate plans of action to correct identified deficiencies.
- Participate in events and activities offered by the organization.

### **Education / Experience**

- Participate in continuing education opportunities.
- Participate in educational programs that provide information on person centered care, engagement, teamwork and leadership, and care services.

- Assist the Environmental Service Supervisor to train staff regarding housekeeping supplies and products as requested.

**Employment Requirements:**

- Bilingual (English/Spanish) Written and Verbal
- Participate in required educational programs.
- Computer skills, basic.

Team members assuming this position are expected to adhere to and advance the vision, mission, values, and principles of this community. Job description is subject to annual review and updated as necessary. Management reserves the right to change job responsibilities, duties, and hours as needs prevail. This document is for management communication only and is not intended to imply a written or implied contract of employment.

I \_\_\_\_\_ have read the above job description, possess the required skills, and fully understand the essential functions and conditions set forth therein regarding the Service Care Partner (Receptionist) at Residential Plaza at Blue Lagoon. I agree to perform these duties to the best of my ability.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description has been approved by all levels of management:

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

HR: \_\_\_\_\_

Date: \_\_\_\_\_