



# **Job and Person Specification**

## **Receptionist**

**December 2024**

### *Organisational Overview:*

Riverview Lutheran Rest Home Inc. is a Not-for-Profit 60 Bed Residential Aged Care Facility comprising of 40 Aged Care beds and a purpose built 20 bed specialised Memory Support Unit. 12 Independent Living Units and 13 Serviced Apartments are also located on-site. Riverview's Mission is to provide care, services, and accommodation to enrich the lives of older people, and strengthen the Riverland community. Through our Values of Care, Integrity, Quality, Compassion, Kindness, Love, Patience and Respect, we strive for "Excellence in Christian Care".

# JOB & PERSON SPECIFICATION

POSITION:	Receptionist
TYPE OF EMPLOYMENT:	Full Time
REPORTS TO:	Chief Executive Officer
RESPONSIBLE FOR SUPERVISING:	Not Applicable

## ***Position Overview:***

The Receptionist role is required to provide front of house Customer Service and Phone answering Reception services for our Main Entrance. The position will also provide administrative support to the CEO, and Clinical & Administrative Management teams as required to ensuring the efficient and effective function of Riverview.

## ***Qualifications and Requirements:***

### ***Essential***

- Maintains and holds a satisfactory police check no more than 3 years' old
- Working knowledge and experience in the use of Microsoft Word, Excel, internet explorer and email programs

### ***Desirable***

- Previous customer service and phone answering experience

## ***Key Job Responsibilities:***

- Maintain the reception area in a clean and tidy state of presentation at all times
- Telephone switchboard, directing specific queries to the appropriate manager/area
- Maintain an effective & welcoming reception area for staff, residents & guests
- Uphold professional standards of customer service to residents, their families, and guests
- Welcome visitors & direct public enquiries to the appropriate manager/area
- Ensure strict confidentiality is maintained at all times
- Practice effective time management in all daily activities
- Communicate at all levels in an astute manner whilst maintaining patience, clarity, and empathy
- Adhere to strict task guidelines as stipulated in Riverview's Policies and Procedures Manuals and task lists
- Establish & maintain a basic knowledge of Riverview Lutheran Rest Home Inc's residential accommodation offerings and services, Riverview's organisational structure
- Provide assistance and administrative support to the CEO, and Clinical & Administrative Management teams
- Provide assistance in the general administration & operation of Riverview; i.e. general filing, resident database, newsletters, internal staff communication, creating and maintaining records and other duties as required
- Provide assistance with rostering by replacing staff who have called in or have not attended their rostered shift

- Photocopying and shredding to support the CEO, and Clinical & Administrative Management teams as required
- Provide data input and maintenance support to resident database
- Daily use of computer applications including:
  - Microsoft Word
  - Microsoft Excel
  - Internet browsers
  - Microsoft Outlook
  - Lee Care
- Provide support to all staff in scheduling meetings & event management as required; preparing necessary arrangements, room/equipment set up, catering & RSVP.
- Ordering Uniforms
- Updating forms, procedures, policies as required by Management
- Resident archiving (past and current) – ensuring archive room is in good order and files can be easily located.
- Monitoring and ordering of stationary
- Basic IT and equipment problem solving
- Prepare folders/labels/signs for new resident admissions
- Print Kitchen lists daily
- Update Kitchen cards under the direction of the Clinical Management team
- Complete Daily Allocation Sheets
- Provide assistance with impromptu duties as directed by the CEO and/or DON

***Essential Ongoing Responsibilities:***

- Know and operate within the policies and procedures, quality assurance and occupational health and safety practices of the organisation
- Maintain knowledge of, and act in accordance with the Aged Care Quality Standards, using best endeavors to ensure standards are met and/or exceeded
- Attend/complete all mandatory training as required
- Act in accordance with the Riverview Code of Conduct
- Operate within the Riverview Values of Care, Integrity, Quality, Compassion, Kindness, Love, Patience, and Respect

***Essential Person Specification Criteria:***

- Polite, friendly, and welcoming with a high standard of customer service skills
- Respectfully confident
- Excellent written and verbal communication skills
- Self-starter who is motivated
- Task orientated with the ability to utilise own initiative
- Good organisation skills
- A sense of loyalty and commitment
- Ability to work autonomously and manage your own performance in an environment where multi-tasking is essential
- Excellent time management skills
- Excellent personal presentation
- Ability to work well in a team environment
- Treats others with care, dignity and respect



**Acknowledgement**

I, \_\_\_\_\_ acknowledge that I have read and understood the requirements of my position and have been given a copy.

SIGNED:

\_\_\_\_\_

Employee's Signature

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

\_\_\_\_\_

Manager's Signature

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