

Job Title: Receptionist (Home)
Reporting to: Home Manager



Main Purpose of the Role

The role of Receptionist is to support the Home in providing a friendly and professional front of house service to all visitors, residents and staff members. The role involves managing the front desk, answering and directing calls, handling administrative tasks, and providing a warm and welcoming service.

Due to the nature of the services provided, some residents may become confused or irritated, and visitors could become emotional and upset. Therefore, the Receptionist should be prepared to handle difficult situations in an empathetic manner, demonstrating cultural awareness and sensitivity whilst interacting with residents and visitors from diverse backgrounds.

OUR HOMES PROVIDE AN ENVIRONMENT WHERE INDIVIDUALITY IS EMPHASISED AND THE PRIVACY AND DIGNITY OF ALL OUR RESIDENTS IS RECOGNISED

Duties and Responsibilities

- Greet all visitors, residents, and staff in a friendly and professional manner, providing assistance and support as necessary.
- Answer and direct incoming calls promptly, providing information about the Home's facilities and services, taking messages, escalating queries to the appropriate person if required.
- Schedule appointments for residents to meet with medical staff, therapists, or other healthcare professionals.
- Monitor and control access to the building, managing the sign-in and sign-out process for visitors, updating resident and visitor logs as necessary.
- Clerical duties such as filing, photocopying and scanning, utilising systems and software to manage resident records, appointments, and other administrative tasks.
- Update and maintain employee folders, professional body registrations, resident files, petty cash records, and policies and procedures as required.
- Assist residents with completing forms, directing them to common areas of the Home, answering general queries.
- Receive, sort and distribute incoming mail and packages, arranging outgoing mail and packages for pickup or delivery, paying particular attention to medication packages.
- Ensure the reception area is clean, organised and welcoming at all times.
- Assist with recruitment as well as new employee orientation, ensuring compliance with Healthcare Ireland policies, safety guidelines and relevant regulations.
- In the case of an emergency, assist with the evacuation process, following emergency procedures.
- Maintain confidentiality and privacy of sensitive information in accordance with the relevant legal requirements and company policies.
- Undertake any other duties that may be reasonably required as designated by the Home Manager

About you

- Right to work in the UK.
- Previous experience in a receptionist or customer service role, preferably in a healthcare or care home setting.
- Educated to GCSE level or equivalent standard, with a high level of literacy and numeracy.
- Excellent interpersonal and communication skills.
- Strong organisational and multi-tasking abilities.
- Proficient using Microsoft Office suite of programs for business use.
- Able to maintain calm and professional when faced with challenging circumstances.

- Knowledge of GDPR and handling sensitive data.

Additional information

- Disclosure and Barring Service - you will need to complete an Enhanced Access NI disclosure. Access NI is a branch of the Department of Justice. Their role is to process applications from members of the public who require a criminal record check for employment purposes. Healthcare Ireland require 3 forms of ID to process this check.