

## JOB DESCRIPTION

We support people who are homeless or at risk of homelessness to achieve a meaningful and independent place in their community.

<b>JOB TITLE:</b>	Receptionist
<b>REPORTS TO:</b>	Senior Practitioner
<b>SALARY:</b>	Point 19 - £22, 675
<b>ADDITIONAL BENEFITS TO SUPPORT EMPLOYEES</b>	<ul style="list-style-type: none"> <li>• <b>Pension</b> (auto enrolment) and <b>Death in Service</b> benefit of 2 x salary</li> <li>• <b>Health Shield Benefit</b> - provides access to a range of valuable cash benefits and services, such as dental and optical care, physiotherapy, scanning facilities and 24-hour counselling and Advice Line (opportunity to upgrade and add family).</li> <li>• <b>Benenden Health</b> – Private Health Care paid for by Simon Community which gives permanent employees access to 24/7 GP services, medical diagnostics, medical treatment, physiotherapy (option to add family and friends for an additional cost).</li> <li>• <b>Holidays - 25 days per year</b> – increasing by 1 additional day per year of service up to a max of 30 days. Increase is effective from the 1<sup>st</sup> April each year, once a full year of service has been completed. Additionally, <b>12 customary holidays</b> (normally Bank and Public Holidays) at normal basic pay rate.</li> <li>• <b>Bank &amp; Public Holidays</b> – paid at premium rates at time and a half and double time.</li> <li>• <b>Additional Hours</b> – paid at time and a quarter.</li> <li>• <b>Other Benefits</b> – occupational sick pay, enhanced maternity/paternity leave entitlement, career breaks (subject to 2 years' continuous service).</li> <li>• <b>Training</b> – thorough accredited induction training and continued access to ongoing personal development.</li> </ul>
<b>DEPARTMENT:</b>	Homelessness Services
<b>LOCATION:</b>	Belfast Foyer (3-5 Malone Road)
<b>HOURS OF WORK:</b>	35 hours per week.
<b>ORGANISATION VALUES:</b>	<p><b>Our values are fundamental to how we work with clients and each other.</b></p> <p>We are driven by our values of being non-judgmental, existing to support our clients and meet their needs, being trustworthy and focused on ending homelessness and being dedicated to the people we support.</p>

<b>JOB PURPOSE:</b>	To assist in the smooth running of the Foyer by providing a reception service for the Foyer residents, staff and visitors, and a liaison service for staff and residents.
---------------------	---

### MAIN RESPONSIBILITIES:

<b>Communication Systems</b>	<p><u>Telephone</u></p> <ul style="list-style-type: none"> <li>• Answer all incoming telephone calls in a timely, efficient and professional manner</li> <li>• Ensure that callers are correctly identified that their requirements are established and, where appropriate, are transferred to the correct extension.</li> </ul>
------------------------------	--

	<ul style="list-style-type: none"> <li>• Ensure that all messages are recorded accurately and passed on to the appropriate person.</li> <li>• Always adhere to security and confidentiality procedures.</li> </ul> <p><b><u>Written and oral communication</u></b></p> <ul style="list-style-type: none"> <li>• Ensure that records of interactions and incidents are maintained according to procedure.</li> <li>• Ensure that appropriate written records are read on a daily basis to remain up to date with activities in the unit.</li> <li>• Attend all meetings where required.</li> </ul>
<b>Visitors</b>	<ul style="list-style-type: none"> <li>• Receive visitors in a courteous and helpful manner, establishing their identity and ensuring they sign in the visitors book.</li> <li>• Refer or redirect visitors to appropriate people or departments where necessary.</li> <li>• Liaise with all staff to ensure the reception diary is maintained for all planned events/meetings/visitors.</li> </ul>
<b>Residents</b>	<ul style="list-style-type: none"> <li>• Ensure that all resident related issues are dealt with within the bounds of Simon Community confidentiality procedures.</li> <li>• Ensure that all residents and their visitors are treated with respect and that all Foyer policies and procedures regarding residents and their visitors are upheld.</li> <li>• Maintain a good working knowledge of all the Foyer residents and ensure that files are updated regularly.</li> <li>• Ensure that resident issues are prioritised and passed on to the appropriate staff member, and that link workers are kept up to date with information on their link residents.</li> <li>• Assist with the induction of new residents where appropriate.</li> <li>• Provide information on opportunities offered by external agencies when appropriate</li> <li>• Participate in the evaluation of Foyer services to residents.</li> <li>• Carry out any support related work as directed by management</li> </ul>
<b>Handling Mail</b>	<ul style="list-style-type: none"> <li>• Ensure incoming mail is handled in accordance with organisational procedures</li> <li>• Ensure outgoing mail is despatched within required deadlines.</li> <li>• Ensure accurate and legible records are maintained on all out going mail, including stamps used.</li> </ul>
<b>Office supplies</b>	<ul style="list-style-type: none"> <li>• Maintain sufficient office supplies to meet requirements.</li> <li>• Order office supplies in accordance with organisational procedures.</li> <li>• Check in-coming deliveries and report any discrepancies to the Senior Practitioner.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure that all information is legibly, accurately and fully recorded and stored.</li> <li>• Complete any written reports as requested by your manager.</li> <li>• Maintain a staff movement system while covering reception.</li> <li>• Adhere to all policies and procedures with regard to the handling of cash in the Foyer.</li> </ul>
<b>Housing and Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Maintain all health and safety records</li> <li>• Maintain all building related records</li> <li>• In conjunction with manager report all property and maintenance issues in line with SCNI procedures keeping clear records relating to property and maintenance</li> <li>• Maintain a clean, healthy and safe working environment.</li> <li>• Conduct all activities in a manner which is safe to yourself and others.</li> <li>• Assist with health and safety checks throughout the building.</li> </ul>

<b>General</b>	<ul style="list-style-type: none"> <li>• Actively promote equality of opportunity and anti-discriminatory practice in all aspects of the day to day work for which you are responsible.</li> <li>• Promote residents' rights and choice within service delivery.</li> <li>• Undertake all duties in compliance with Simon Community quality standards.</li> <li>• Adhere to all Simon Community policies and procedures.</li> <li>• Positively prepare for and participate in staff supervision sessions and the performance appraisal system.</li> <li>• Participate in the development of your role through attendance at appropriate training.</li> <li>• Carry out any other duties which may be deemed appropriate from time to time by your manager.</li> </ul>
----------------	---

#### PERSON SPECIFICATION

<b>ESSENTIAL CRITERIA</b>	<ol style="list-style-type: none"> <li>1. 2 GCSEs at grade C or above (or equivalent qualifications).</li> <li>2. Experience of working with young people aged 17-25 who have experienced social exclusion.</li> <li>3. Experience of working with administration systems, and a working knowledge of computers and Microsoft packages.</li> </ol>
<b>DESIRABLE CRITERIA</b>	<ol style="list-style-type: none"> <li>1. 1 years' experience of working with young people aged 17-25 who have experienced social exclusion.</li> <li>2. Knowledge of employment and training issues that affect young people.</li> <li>3. Previous reception experience.</li> </ol>
<b>Criteria to be assessed at interview</b>	<ul style="list-style-type: none"> <li>• Communication skills</li> <li>• Interpersonal skills</li> </ul>
<b>Values</b>	<ul style="list-style-type: none"> <li>• Non-Judgmental</li> <li>• Supportive</li> <li>• Trustworthy</li> <li>• Dedicated</li> </ul>