\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_NURSING HOME

JOB DESCRIPTION

|  |  |
| --- | --- |
| **JOB TITLE**  **RESPONSIBLE TO**  **HOURS OF WORK** | **: RECEPTIONIST**  **: MANAGER / DEPUTY**  **:** |

## Person Specification

|  |  |  |
| --- | --- | --- |
| **Requirements** | **Essential** | **Desirable** |
| **Helpful manner** | Essential |  |
| **Positive attitude** | Essential |  |
| **Pleasing appearance** | Essential |  |
| **Good spoken and written English** | Essential |  |
| **Computer literate** | **Essential** |  |
| **Knowledge of ‘Care of Elderly’** |  | Desirable |

## Company Background

The Randolph Hill Group operates nursing homes offering long and short-term care to those with particular medical needs, especially frail elderly people. Each Home’s philosophy is to provide competent, skilled and empathetic individual care.

**The Company is committed to future expansion. Therefore each unit must operate on a professional business basis, maintaining budgeted profit margins.**

## Job Purpose

**To ensure all visitors are treated in a friendly and helpful manner**

**To reflect the high standards of the company in all aspects of work and personal appearance**

**To ensure that all enquiries are dealt with in a professional way**

**To assist the smooth running of the nursing home by communicating messages in a clear and concise manner**

**To uphold residents' participation strategy**

**To show loyalty to the company and respect confidentiality at all times**

**To treat colleagues with respect and ensure teamwork is good**

## Main Duties and Responsibilities

To answer the telephone and provide a high standard of service and assistance in a helpful way

To report and record as appropriate all relevant information in a neat, tidy fashion

To recognise regular visitors and welcome them by name, if appropriate

To courteously check the identity of strangers, asking them to wait at reception, until a member of staff can help them

To comply with company policies and procedures and adhere to safe working practices

To attend regular staff meetings and training where appropriate

To treat and use all equipment in a safe manner, keeping it clean and in good working order as per directions

To adhere to company uniform policy

To undertake any reasonable duties as directed by the manager, deputy manager or administrator, to ensure the smooth running of the home

**This job description indicates main duties and responsibilities of the post. It is not intended as an exhaustive list.**

**Please sign, print your name and date below to indicate your acceptance of this job description**

**Signature of Staff Member \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_