

Reception Supervisor – Position Description

POSITION DETAILS

Position Title	Reception Supervisor
Nominated Supervisor	Manager, Athelstan
Division	Retirement Living
Business Unit / Department	Athelstan
Cost Centre(s)	6100
Industrial Agreement	Catholic Homes (Victoria) Residential Services Enterprise Agreement 2013-2017
Classification	Wage Skill Group 10
Last Date of Review	4 September 2019

ORGANISATIONAL ENVIRONMENT

At VMCH, our vision as Catholic Not for Profit organisation is to be a leading provider of high quality disability, specialist education, aged care and retirement living services.

As an organisation, VMCH is sustained by the engagement and contribution of our staff, our volunteers and our community supporters. Our values aren't just words to us, they guide us in everything we do.

We've been in operation for over a century providing in home, residential aged care, retirement living, disability services and specialist education, we have over 50 locations, 2,600 employees and provide services 24 hours a day, 7 days a week.

OUR VALUES

- **Respect:** We recognise and respect the dignity and uniqueness of each person.
- **Compassion:** We truly care and are always open to the needs of others.
- **Integrity:** We are honest and transparent in all our dealings and accountable for all our actions.
- **Collaboration and partnerships:** We empower people, realise potential and maximise the outcomes from our work.
- **Inclusion:** We are welcoming, inclusive and responsive in our hospitality and services.
- **Stewardship:** We value the resources for which we are responsible, and commit to their effective and efficient use, to achieve our Mission.

ABOUT THE TEAM

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- Intentional provision of quality resident focused service through a cohesive team and retirement community.

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Owner **Rashmi Somu**
Version **{_UIVersionString}**

Approved Date **{_ApprovedDate}**
Review Date **{_ReviewDate}**

- Seek to respond to the day to day, and longer term needs of residents, clients and contractors by exceeding expectations.
- Professional, competent, empathetic, approachable and supportive team that provides high quality, resident focused service.

POSITION PURPOSE

The primary objective of the Reception Supervisor is to assist residents, their families and guests, along with stakeholders and all visitors to Athelstan in their Hospitality needs in a timely and professional manner. This position is responsible to assist the Manager in maintaining efficiency of administrative and professional services at the highest standard, whilst at the same time maintaining a safe and comfortable environment for Residents in all day to day operations.

KEY ACCOUNTABILITES

Key Accountabilities

Customer Service and Administration

- Manage the reception area to ensure the provision of best practice telephone and mail communications, both internally and externally, and to maintain the professional image of Athelstan and Villa Maria Catholic Homes (VMCH).
- Respond to guests and families in a polite and timely manner.
- Maintain professional relationships with residents at all times.
- Provide administrative support to the Manager in ensuring best practice in administrative and staff procedures.
- Design and implement procedural processes in consultation with the Manager, ensuring adherence to VMCH policies and procedures.
- Assist with bookings and arrangements for functions in dialogue with the Manager and Food and Beverage services.
- Attend to residents' concierge requests, such as coordinating dry cleaning, prescriptions, taxis etc.
- Provide supervision and direction to reception team to ensure the smooth running of the facility/function at all times, in consultation with the Manager.
- Administrative tasks, in accordance with VMCH policy and procedure, applicable legislation, standards and guidelines. This includes, but is not limited to:
 - Maintain filing and electronic filing protocols and records;
 - Maintain resident databases/shared and personal information;
 - Respond to all emails/correspondence in a timely and professional manner;
 - Prepare, photocopy, collate and distribute correspondence, reports, agendas, minutes and other internal and external documentation as required;
 - Assist with preparation of bulk mail outs, including and not limited to, producing mail merge processes;
 - Ensure appropriate ordering and stock control of office stationery, cleaning and staffroom supplies;

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- Credit card management including monthly reconciliation, Promaster System Administration;
 - Oversee the management and reconciliation of the central office petty cash;
 - Manage and maintain the resident charges process & reconciliation when necessary;
 - Log property repairs and maintenance into FM Expert program and arrange necessary work/service in consultation with the Manager;
 - Support café/dining team during peak times or in their absence (such as coffee making);
 - Sign staff in and out each shift;
 - Complete daily handover;
 - Undertake periodical site inspections with the Manager;
 - Attend meetings as necessary;
 - Daily coordination of incoming/outgoing mail;
 - Other administration duties as required.
- Manage time effectively; including prioritising daily tasks and other requested tasks according to workflow.
 - Undertake general housekeeping duties as required, ensuring common areas are presented at five-star standard at all times, reporting any requirements for repairs, maintenance and special cleaning to the Manager.
 - Attend to emergency calls when necessary.
 - Driving residents to planned events/appointments in the Athelstan vehicle, when necessary, in consultation with the Manager.

Performance Management & Professional Development:

- Participate in an initial and annual/ongoing performance appraisal, and on other occasions as required either formally or informally, to discuss ongoing work performance, set new work objectives and identify any personal learning requirements.
- Assist manager in the preparatory administrative process of annual performance appraisals for staff.
- Actively seek opportunities to reflect and learn in order to improve practice including attendance at training opportunities where available.

Quality

- Comply with all VMCH Quality policies, procedures and relevant legislation
- Contribute to continual improvement process' and systems
- Protect sensitive information and privacy of both colleagues and clients

Workplace Health and Safety

- Commitment to ensuring your own health and safety and that of others in the workplace
- Comply with all VMCH Health and Safety policies, procedures and training
- Report any incidents or unsafe conditions that you become aware of
- Wear personal protective equipment when appropriate in line with relevant policies and procedures

KEY SELECTION CRITERIA

Essential

- Extensive experience in reception, administration and customer service;
- Demonstrated highly developed level of interpersonal skills, including the ability to communicate effectively and compassionately with residents, families, staff and volunteers; with patience, common sense and an understanding of quality service delivery;
- Current Responsible Serving of Alcohol Certificate (or willingness to obtain within a reasonable timeframe from commencement of employment);
- Current level 2 First Aid Certificate (or willingness to obtain within a reasonable timeframe from commencement of employment)
- Strong work ethic and demonstrated commitment to high quality customer service;
- Experience at recognising, prioritising and actioning emergency or critical response to issues/needs arising;
- High level of computer literacy – MS Outlook, Word, Excel;
- Ability to multi task, along with experience in managing time effectively, prioritising daily tasks and other ad-hoc requests accordingly;
- Proven experience in problem solving and decision making;
- High level of initiative, flexibility and strong time/event management skills with the ability to meet deadlines;
- Demonstrated experience in supervision and leadership of teams
- Strong attention to detail;
- Demonstrated ability to work autonomously and as part of a team;
- Demonstrated commitment to respect and relate with seniors and their families through cultural diversity, equal employment opportunity and workplace health and safety appropriate to the level of the appointment
- Demonstrated awareness of the organisation's vision, mission and values

Desirable

- Tertiary qualification in Business Administration or equivalent;
- Relevant experience working in, or an understanding of and sensitivity to, the not for profit environment;
- Demonstrated ability to operate a 10-line switchboard.

SIGNATURES

Employee's Name		Supervisor's Name	
Employee's Signature		Supervisor's Signature	
Date		Date	