



RECEPTIONIST

JOB POSTING

Position Title:	Receptionist	Employee Group:	Permanent Part Time
Department:	Administration	Classification:	Non-Union
Posting #:	ADM REC PERM PT 2024-01	Hourly Rate:	TBD
Application Deadline:	Until filled	Hours:	0800 h to 1500 h; 13 hours per pay/Weekends (Sat-Sun)
Application Details:	Submit a resume and cover letter to Human Resources jobs@hch.ca	Start Date:	ASAP

Organization Background:

Holland Christian Homes Inc., is a dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere. It consists of two long term care homes and 6 assisted living/independent living apartment towers located in Brampton.

We believe that individuals requiring our services have the right to a lifestyle that adequately meets their physical psychological, social, cultural and spiritual needs. These services are provided by fully qualified professional staff who deliver care using a holistic approach to provide quality care and quality of life to individuals.

POSITION SUMMARY:

Operate switchboard for entire facility. Performs various receptionist, clerical and secretarial duties for all departments.

Major duties and responsibilities include:

- Respects and carries out the values associated with a person-centered approach which include rights, dignity, identity, individuality, respect, privacy, choice and independence
- Promptly answers switchboard in a courteous manner screening and directing calls to the appropriate Department Head, Faith Manor and Grace Manor or appropriate staff member.
- Assist to answer tenants' enquiries and if necessary directs them to the appropriate staff in the Administration Department, Towers Nursing Office, Department Head or Weekend Manager.
- Answer all inquiries from external stakeholders when require.
- Responsible for photocopying, as required, for tenants, charging a fee where applicable as per price list.
- Responsible to photocopy and distribute to specific areas 950-960 copies of "Tie That Binds" monthly.
- Responsible for re-routing all mail received for deceased, discharged or moved residents and tenants when required.
- Responsible to shred old documents as per request.
- Responsible for recording and booking Nursing Home tours for the Admissions Coordinator when require
- Responsible to fill out new key request forms from individual tenants as requested and to send to TNO for authorization.
- Responsible for noting name and address of prospective tenants and mailing out information and application package.
- Responsible for preparing and distributing Memorial Notices based on information received from the Pastors.
- Responsible for receiving and distributing applications from volunteers to the Volunteer Services Department.
- Responsible for receiving payments for Guest rooms and giving keys to guests when require.
- Responsible for maintaining Key Log Book and Move In/Move out Calendar.



- Responsible for keeping counter and reception area neat and tidy.
- Identify wandering residents.
- Knows theory and application for fire emergency and disaster policies and procedures.
- Uses physical facilities, supplies and equipment effectively and economically.
- Promote a safe workplace through hazard reporting, adherence to safe work practices, and participation in safety training.
- Contact IT Support or TCS Customer Service with regards to telephone or internet issues.
- Responsible for selling tickets and collecting money for all social functions when require.
- Performs other duties and responsibilities as assigned by the direct supervisor

Qualifications:

- Grade twelve or equivalent.
- Diploma in secretarial sciences and/or medical records technology desirable.
- Evidence of good physical and mental health.
- Ability to type professionally, spell correctly, and use proper format for business correspondence.
- Knowledgeable in Norstar Switchboard
- Committed to providing care and work with a person-centered approach
- Experience in providing physical, social and emotional needs that are in tune with people's changing needs
- Ability to interact with seniors in a way that it can be understood and communicate in a way that meets every individual's needs and preferences including those that are cognitively challenged
- Ability to communicate effectively with residents, tenants, volunteers, staff and the general public.
- Ability to work under conditions of constant interruption being undisturbed by the complexities of the variety of minute details.
- Ability to demonstrate diplomacy and professionalism when working with families and other professionals.
- Exceptional interpersonal and customer service skills
- Demonstrated success in communicating with all levels of the organization that includes communicate effectively with staff, residents, families/visitors delivery/service personnel and the general public.
- Excellent problem solving, conflict resolution, and decision making skills.
- Good judgment skills and the ability to handle and maintain confidential information
- Ability to multi-task and prioritize workload.
- Ability to work independently as well as function as part of a multi-disciplinary team.
- Ability to be proactive and take initiative where required.
- Ability to focus on assigned tasks
- Detail-oriented and professional
- Ability to effectively handle multiple tasks simultaneously
- Ability to work under conditions of frequent interruption, being undisturbed by the complexities and variety of minute details.
- Competence in computer applications including Microsoft Office and Outlook.
- Demonstrated ability to observe boundaries, engage in appropriate emotional regulation, refrain from dual relationships with residents, maintain confidentiality, and engage in reasonable self-care strategies designed to reduce stress by balancing work/life responsibilities.
- Ability to read, write, and speak English. Ability to understand and/or speak the Dutch language an asset.
- A satisfactory and current Vulnerable Sector Screening.

Interested and qualified applicants should forward a Resume and Cover Letter (as ONE document in PDF format) to: Human Resources e-mail: jobs@hch.ca



Holland Christian Homes welcomes diversity in the workplace and encourages applications from all qualified individuals.

Holland Christian Homes is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please indicate this in your cover letter.

Applicants agree that by providing personal information in response to this posting, and otherwise in any recruitment process with the Company, such personal information may be retained and used by HCH for a period of one (1) year from the date of this application, for the purpose of consideration for employment opportunities which may arise during that time period, unless an Applicant notifies the Company to the contrary.”

We thank all applicants for their interest in this position, however, only those individuals selected for an interview will be contacted. No phone calls please.