



# GROVE MANOR CORPORATION

Nursing | Personal Care | Independent Living  
Grove Manor | The Caring Place | Woodcrest

## JOB DESCRIPTION

### Receptionist

#### Position Summary

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Performs receptionist, general clerical and routine typing duties; does related work as required. Responsible for providing support services to the administrator and department heads. Responsible for greeting visitors/residents and answering telephone in a professional, courteous manner.

This hourly, non-exempt position reports directly to the Administrator and is a member of the Administration Department.

#### General Purpose

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To interact with residents, staff members and the general public. Good communication and telephone skills are essential. General clerical and typing skills are also necessary. Confidentiality is maintained at all times.

#### Role Qualifications

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities necessary to perform the position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

#### Position Responsibilities

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- Greets visitors - provides assistance, information and directions.
- Answers telephone - provides information, transfers calls to proper department or individual.
- Provides assistance to residents.
- Uses intercom to page individuals and make announcements.
- Uses intercom to announce emergency situations, fire/disaster drills and testing of fire alarm system.
- Contacts designated individuals during emergency situation as directed by Administration or nursing supervisor.
- Prepares correspondence for mailing. Sorts and distributes incoming mail.
- Completes clerical and typing assignments.
- Records information, donations and other information as required.
- Accepts deliveries.
- Sells meal tickets to residents' guests.
- Maintains a resident listing with pertinent information to utilize in cases of emergency.
- Job application process – reviews application for completeness; notifies department head of potential candidate for interview.
- Attends and participates in in-service trainings.

- Complies with all State and Federal regulations. Maintains the integrity of the facility's corporate compliance program. Abides by all HIPAA laws and regulations.
- Has ability to manage stress tolerance, pressure and anxiety.
- Completes other related work as assigned.

**SUPERVISORY RESPONSIBILITIES**

N/A

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Essential Knowledge, Skills and Ability**

**EDUCATION and/or EXPERIENCE**

- **Education:** High school diploma or GED is required.
- **Experience:** 6 months – 1 year experience, preferably in a healthcare setting.

**KNOWLEDGE**

- **Customer Service:** Knowledge of principles and processes for providing excellent customer service. This includes meeting the quality standards for services and providing customer satisfaction. Proven experience in establishing and maintaining relationships with multiple levels of the organization.
- **Technology:** Knowledge on how to operate a desktop computer, used to enter, access, and/or retrieve data. Effective degree of proficiency with Microsoft Office applications.
- **Clerical:** Knowledge of administrative and clerical procedures and systems such as managing and organizing files and records, designing forms, and other office procedure and terminology.

**SKILLS/ABILITIES**

- **Active Listening:** Ability to give full attention to what others are saying. Taking time to understand the points being made, and asking questions, if appropriate.
- **Communication:** Ability to communicate effectively across the organization. Includes the ability to read and interpret documents such as safety rules and procedure manuals and the aptitude to write routine reports and correspondence. Ability to speak effectively and be understood by others. Written and spoken knowledge of English. Have good communication and telephone skills; tact and courtesy.
- **Critical Thinking/Reasoning:** Ability to use logic to solve practical problems to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Strong problem solving skills and the ability to be flexible and change directions when needed.
- **Organizing, Planning & Prioritizing Work:** Ability to develop specific goals and plans in order to organize, and accomplish work. Detail-oriented with very strong organizational skills and ability to prioritize multiple projects in a fast-paced, deadline-oriented environment while remaining calm under pressure.
- **Teamwork:** Ability to work well with supervisors, peers, and subordinates to achieve goals. Readily gives and receives help and values the contribution of teammates. Demonstrated ability to work in a team environment, yet self-starting and results-oriented.
- **Attention to Detail:** Being careful and thorough in completing work-related tasks.
- **Independence & Initiative:** Ability to develop one's own way of doing things, including guiding oneself with little or no supervision, and depending on oneself to get things done for the

betterment of the organization. Anticipates what needs to be done and does it without being asked.

- **Dependability:** Reliable, responsible, and dependable, while fulfilling obligations.
- **Integrity:** Ability to be an honest and ethical employee and comply with the Company's Code of Conduct.
- **Versatility:** Openly accepts change. Can apply knowledge and skills across a broad spectrum.

## **Core Values and Ethos of the Grove Manor Corporation**

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### A. Honoring the Lord

Because Jesus is not only God, but God for us, who humbled himself to act on our behalf, who conquered death and is actively working toward the reconciliation of all creation, He is not only worthy of our honor, thanks and praise, but also of our ongoing participation in his ministry of reconciliation with all that we are and do and say.

- As Jesus himself summarized, the greatest commandment is to Love the Lord your God with all your heart, and with all your soul, and with all your mind, and with all your strength. (Matthew 22)

### B. Serving Others

Because we are sharing in Christ's ministry, it is His attitude and actions that are impactful and transformative and are conveyed to others through our own. His ministry is invariably personal and inherently relational, making even the most menial task a vehicle of his love. As we humbly attend the needs of others, his love is conveyed by our service.

- As Scripture says, even the Savior himself came "not to be served, but to serve." And Jesus, after washing his disciples' feet, told them, "Now that I, your Lord and Teacher, have washed your feet, you also should wash one another's feet. I have set you an example that you should do as I have done for you. Very truly I tell you, no servant is greater than his master, nor is a messenger greater than the one who sent him." (John 13)

### C. Vocation

Because we believe that the caring profession is a vocation, that we are called by the Lord to participate in his ministry of loving others, we offer our labors from the heart, perceiving them as a sacred trust and pursuing them according to the excellence this call demands.

- "As a prisoner for the Lord, then, I urge you to live a life worthy of the calling you have received. Be completely humble and gentle; be patient, bearing with one another in love." (Eph 4)

### D. Compassion

Because we believe that Jesus laid down his own life for each human being, that we ourselves are dependent upon his grace, and that he continues to be at work through the circumstances of life to draw all men and women unto himself, each person we encounter is to be treated with the compassion, kindness and generosity characteristic of Jesus himself.

- As Scripture says, "and he saw him, and he was moved with compassion." (Luke 10)

### E. Collaboration

Because we are part of a team, a family, every task we perform is significant as part of a larger whole, with none being independent unto itself, so that

- As Scripture says, we are members of one God, with Christ as our head, with each member designed to perform a different role, each complementing the other and together for "two are

better than one, because they have a good reward for their labor. For if they fall, one will lift his companion. But woe to him who is alone when he falls, for he has no one to help him up. Again, if two lie down together, they will keep warm; but how can one be warm alone? Though one may be overpowered by another, two can withstand him. And a threefold cord is not quickly broken. (Ecclesiastes 4:9–12)

### **Position Hours and Travel**

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This position is a full-time or part-time job located in a designated home with travel as required. Shifts may vary based on the needs of the facility.

### **Compliance Program**

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The Grove Manor Corporation is committed to compliance with program requirements and ensuring that employees understand the value the Facility places on its compliance program. All relevant personnel will participate in compliance education and training programs of the Facility. Employees will be required to have a minimum number of educational hours per year, as appropriate, as part of their employment responsibilities. Participation in training programs is a condition of continued employment. These training requirements will be a factor in each employee's annual evaluation.

### **Physical Demands and Work Environment**

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The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical Demands:* While performing the duties of this job, the employee is required to walk, reach, climb, bend, stoop, lift, grasp, balance, push, and pull residents. The employee must be able to lift, push, and/or move up to 75 pounds, with or without assistance. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Additionally, employees must have the ability to hear and respond, distinguish smells, tastes, and temperatures.
- *Work Environment:* While performing the duties of this job, the employee may be exposed to hazardous chemicals, infectious waste, blood and body fluid, diseases, and conditions prevalent at the time. Employees may also be subject to emotionally distraught residents, family members, visitors, and personnel. The noise level in the work environment is typically minimal to moderate.
- *PPE:* Personal protective equipment will be provided, used, and maintained when it has been determined that its use is required to ensure the safety and health of our employees and that such use will lessen the likelihood of occupational injury and/or illness.

Affected employees whose jobs require the use of PPE will be informed of the PPE selection and will be provided PPE by Grove Manor Corporation at no charge. Careful consideration will be given to the comfort and proper fit of PPE in order to ensure that the right size is selected and that it will be used.

Personal protective equipment must not be shared between employees until it has been properly cleaned and sanitized. PPE will be distributed for individual use whenever possible.

Any worker required to wear PPE will receive training in the proper use and care of PPE before being allowed to perform work requiring the use of PPE. Periodic retraining will be offered to PPE users as needed.

### **Health Insurance Portability and Accountability Act (HIPAA)**

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The Health Insurance Portability and Accountability Act (HIPAA), signed into federal law in 1996, set national standards regarding security and privacy of a person's health information.

Our Facility is committed to protecting the privacy, security, and integrity of individually identifiable health information received from or, on the behalf of, our employees. Our Facility adheres to the highest standards in integrity in the performance of its business and is prepared to maintain compliance with HIPAA and other regulatory requirements by adopting and adjusting policies and processes as necessary.

Employees will hold confidential any proprietary information including all resident records, medical documentation and third party insurance information. All resident medical records shall be treated as confidential so as to comply with all applicable laws regarding the confidentiality of resident records, including, without limitation, the privacy and security standards promulgated under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Employees do not divulge, disclose or communicate to any person or entity (other than as required by law), information affecting or relating to residents or employees.

**GENERAL SIGN OFF**

The employee is expected to adhere to all Facility policies and procedures.

*Grove Manor considers applicants for all positions without regard to race, color, religion, sex, national origin, age, marital or veteran status, the presence of non-job related disability, or any other legally protected status.*

*I understand this job description and its requirements. I understand that I am expected to complete all duties as assigned and aware that my job functions may be altered from time-to-time.*

*I have noted below any accommodations that are required to enable me to perform these duties, including any job responsibilities or functions that I am unable to perform, with or without accommodation.*

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**Employee's signature**

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**Date**

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**Facility Representative's signature**

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**Date**