

**EMMA NORTON SERVICES
POSITION DESCRIPTION**

JOB TITLE: Front Desk Staff

STATUS: Non –exempt, Full time; Part time; On-call

REPORTS TO: Front Desk Supervisor and Intake Coordinator

Pay Range: \$12.00/hr – \$14.00/hr

PURPOSE OF POSITION:

The purpose of this position is to provide support and assistance to programming staff and residents at Emma Norton Residence – a 50 bed residence for single women who have been homeless and have a disability. The front desk is a hub of information for staff as well as residents. The majority of women are dually diagnosed, and the primary goals of the program are to provide stability, education and awareness. Harm reduction practices are integrated throughout the services. All staff must build effective relationships with the women to assist with crisis de-escalation and address resident needs. This position also requires interaction with community members and provides basic administrative support. Front Desk Staff are full time, part time, or on-call.

MAJOR DUTIES AND RESPONSIBILITIES:

A. Provides program support:

1. Communicates information, concerns and questions regarding participants via email and communication log.
2. Performs monthly room inspections as directed.
3. Packs up rooms for participants who have exited, ensures that rooms are cleaned for new participants.
4. Interacts with participants in a courteous, respectful, and responsive manner.
5. Gives participants their medication bins and mail at their request.
6. Assists in responding to and managing participant crises and conflict as outlined in procedure book
7. Completes security walk through and enforces visiting hours.
8. Ensures that confidential information is protected.

B. Performs basic administrative support and community interactions:

1. Performs guest and phone reception duties in a courteous and responsive manner.
2. Manages outgoing mail and distributes incoming mail for staff and residents.
3. Completes projects and duties as assigned by programming and management staff
4. Distributes documents such as faxes, supplies, and/or other materials to staff and participants.
5. Counts and stores in-kind donations.
6. Assists with deposits as requested by the Director of Development.
7. Provides program information to community members and perspective residents.

C. Team member:

1. Follows through with own job responsibilities and assignments.
2. Provides information needed by other team members to perform their duties in a timely and effective manner.
3. Offers assistance to team members as needed.
4. Willing to give feedback to and receive feedback from team members.
5. Engages in constructive problem solving and conflict resolution, and assists team members in doing the same.
6. When team decisions are made, accepts and implements them as agreed on by the team

D. Other Duties

1. Participates in monthly Front Desk Staff Meetings.
2. Promotes community awareness of Emma Norton Services programs.
3. Participates in agency efforts to promote a mutually respecting, multicultural environment and participates in training opportunities related to economic, racial and cultural diversity, as requested.
4. Maintains up-to-date knowledge and expertise in areas related to job duties.
5. Performs other duties as apparent or assigned.

QUALIFICATIONS:

1. High school diploma or equivalent.
2. Experience in working in the human services field, particularly with chemical dependency and mental health issues.
3. Able to interact with people in a manner which shows sensitivity, respect, and professionalism.
4. Ability to multi task, be creative, deal with the changing work needs and demands.
5. Ability to communicate effectively orally and in writing.
6. Ability to exercise good judgment and problem solving in a wide variety of situations.
7. Able to maintain professional boundaries.
8. Ability to work and relate effectively individuals of diverse backgrounds.
9. Ability to set priorities and work on own initiative.
10. Complete HIPAA Compliance Training within 30 days of hire.

PHYSICAL AND MENTAL REQUIREMENTS:

Physical effort is moderate, with lifting or carrying limited to no more than 50 pounds, intermittently.

Duties may require physical ability to climb stairs.

Documentation and report preparation may, at times, require extended use of a keyboard.

Vision and hearing (may be assisted) must be adequate for communication with participants, colleagues, and other related parties, using the telephone, email, or face-to-face.

Proficiency must be demonstrated in reading, writing, and basic arithmetic.

Mental effort is also required for problem solving and analyzing data.

Work is performed in a fast-paced environment, where interruptions are frequent.

Ability to sit for long periods.