

Dublin Simon Community: Receptionist - Ushers Island **(<https://www.activelink.ie/node/110095>)**



About us:

At Dublin Simon Community, we are passionate about making home a reality. Our aim is to empower people to access and retain a home by providing housing, prevention services, addiction treatment, emergency response, and other targeted interventions, through advocacy and partnership. Our new 100-bed Health and Addiction Care Facility is located at Ushers Island, Dublin 8, and supports adults to access health and addiction treatment and recovery so as to transition out of homelessness.

Job Purpose:

The receptionist role at Ushers Island will play a pivotal role in supporting the daily operations of the 100-bed facility. You will be responsible for day-to-day reception activities as well as providing assistance across our Ushers Island team. You'll report to the Operations Manager.

Location: Dublin City, Ushers Island

Working Hours: 37.5 hours, 7-day liability,

Core Job Requirements:

Reception Desk

- Maintain a welcoming and inviting reception experience for clients, visitors, and staff
- Managing all postal, telephone, and visitor communications in and out of the building
- Adherence to data protection and maintaining confidentiality
- Assist the Operations team if and when required.

Building Security

- Manage the opening and closing of the building and the secure set up of reception daily
- Allocating access cards and managing the access control to the building including removing access when staff or clients leave.
- Familiarity with the building systems (panic alarms, fire alarms, fire drills, fire evacuation plans, CCTV monitoring, access control, first aid, AED, audio-visual programming of communications, room booking systems, photocopier codes, procure, front door security
- Managing the control of people and goods throughout the building.
- Monitoring people entering/leaving the building ensuring compliance with Fire Safety (signing in/out) and infection control (using hand sanitizer).

Health and Safety

- Maintain the cyclical tracker document (bins, deep cleans, sanitary bin collection, deep cleans, window cleaning, etc), non-IT asset register, register of warranties, and stock control for goods.
- Monitoring collections of bins and notifying Management if they are overflowing/not collected.
- Liaise with emergency services for exact location, Eircode, and access to the building

Administrative duties

- Procure goods as requested by the operations manager using an e-procure system
- Rota, Timesheets, and TMS Management (Time Management System)
- Assisting manager with of rotas, payroll and leave and over contract hours for the following services Detox, Step Up Step Down, Blood Borne Virus. Ensuring full staffing ratios for all services to allow for the safe functioning of services.
- Maintaining communication with the Nurse Managers, and Therapeutic Services Managers.
- Checking delivery and receipt documents of goods and dispersing to specified areas.
- Prepare documents as requested by the Operations manager
- Reminders to all staff regarding any cyclical maintenance scheduled

Person Specification:

- Minimum 1 year's experience in a busy reception / administrative role.
- Good communication skills both written and verbal
- Understanding of data protection and confidentiality
- demonstrate an eagerness to learn with a strong work ethic
- Team-orientated with a flexible approach to changing business priorities
- Possess a high level of attention to detail with strong problem-solving skills
- Be a self-starter, hard-working, committed with a willing to learn and develop new ways of working/processes
- Good IT skills, in particular, an in-depth knowledge of Microsoft Office

Requirements of all Dublin Simon staff:

- Commitment to the purpose of Dublin Simon Community and to work within the values, policies, and procedures of the organisation and in the context of current legislation and regulations
- To participate in regular supervision with your line manager
- To actively participate in team and staff meetings and service reviews/ evaluations and to contribute to the development of policy and practice within your area of work and within Dublin Simon as a whole
- To report any area of concern to your line manager in a timely manner
- To show reasonable flexibility in relation to hours of attendance to meet the needs of the work. Work during unsocial hours may be required.
- Have a flexible approach to the work in response to organisational change, development, and review of best practices.
- Participate in and engage with a performance management program.
- Identify training needs with your line manager and participate in training opportunities appropriate to the role
- You are responsible for managing health & safety standards in your service in line with Dublin Simon Community Policies, Procedures & Guidelines
- To participate in the efficient flow of information within the organisation by sharing and seeking the information as appropriate
- To undertake other duties as may be requested by the line manager from time to time
- To undertake your work in a manner that is friendly, flexible, and informal whilst being professional

Note: This Job Description will be reviewed and updated in line with the needs of the work.

<https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144440&DepartmentId=18994&MediaId=4620&SkipAdvertisement=true>

Application due date: 14/08/2024

For queries relating to this position please telephone (01) 635 4860 (tel:016354860)

Region

Dublin City

Date Entered/Updated

7th Aug, 2024

Expiry Date

14th Aug, 2024

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