

International Protection Accommodation Service Provider: Reception Officer (<https://www.activelink.ie/node/114826>)

Reception Officer

About the Role

As an international protection accommodation service provider, we offer responsive, inclusive, and high-quality accommodation services that promote the health, safety, dignity, and social integration of international protection seekers. As a Reception Officer you will ensure smooth daily operations, address resident queries, and liaise with external support services. You will play a crucial role as Reception Officer in providing efficient and compassionate reception, support, and integration of residents into the centre and community. This role will be based across our Milligan Court and Benbulbin Court complexes.

Key Responsibilities

- **Initial Reception:** Greet new residents and assist with their orientation into the centre, including providing them with necessary information and materials.
- **Registration and Documentation:** Accurately register all new arrivals, ensuring that personal information is collected, recorded, and stored securely.
- **Liaison with Other Departments:** Coordinate with healthcare providers, social supports, to ensure residents' needs are met.
- **Daily Communication:** Act as the first point of contact for resident inquiries, complaints, or requests for assistance.
- **Special Reception Needs:** Identify, communicate and address special reception needs (physical, mental, or social needs) of residents.
- **Health and Safety:** Ensure that all new arrivals understand the emergency protocols, safety rules, and evacuation procedures.
- **Cultural Sensitivity:** Treat all residents with respect and cultural sensitivity, being aware of their diverse backgrounds and experiences.
- **Maintaining Records:** Regularly update records of all residents, including contact information, health concerns, special needs, significant incidents, resident complaints, or emerging issues.
- **Compliance:** Ensure compliance with data protection and confidentiality requirements under applicable legislation.

Key Skills and Competencies

- **Strong Communication Skills:** Ability to communicate clearly and effectively with a diverse group of residents.
- **Empathy and Sensitivity:** A high level of empathy, patience, and cultural sensitivity when dealing with vulnerable residents.
- **Problem-Solving Skills:** Ability to handle resident issues calmly and efficiently, using problem-solving skills to find effective resolutions.
- **Team Player:** Collaborate with other staff members to achieve shared goals.
- **Organizational Skills:** Strong organizational abilities to manage administrative tasks, maintain accurate records, and handle multiple queries simultaneously.
- **Crisis Management:** The ability to remain calm and composed in emergencies, following protocols to ensure the safety and well-being of all residents.
- **Multilingual Abilities (not essential):** Proficiency in additional languages is advantageous.

Qualifications and Experience

- **Educational Background:**
 - QQI Level 7 in social care (or equivalent). Additional training or qualifications in customer service, social care, equality, interculturalism or diversity are an advantage.
- **Experience:**
 - Prior experience in a similar role within a residential facility or front desk/reception work, or customer service, or social services, or humanitarian context is highly desirable.

- Knowledge:
 - Familiarity with International Protection Accommodation Service and the needs of vulnerable populations.
 - Understanding of the policies and procedures of the IPAS National Standards.
- Technical Skills:
 - Proficiency in basic IT tools (Excel, email systems, Sharepoint).

Equal Opportunity Statement

We are committed to being an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, gender, disability, sexual orientation, or nationality.

Additional Information:

Job Type: Full-time, Permanent

Pay: €15.00 per hour

Expected hours: 42 per week, 12 hour shifts, weekend availability

Employment is subject to Garda Vetting clearance

**Please submit your CV to laurengillenconsulting@gmail.com
(<mailto:laurengillenconsulting@gmail.com>)**

Region

Sligo

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