

Receptionist

Role Purpose

- Be the 'first face of the service', providing a warm and professional welcome for service users, professionals, and all other stakeholders. You will be responsible for ensuring the reception is a welcoming environment for anyone attending the service, and that reception, waiting areas, and other service user areas are maintained to an excellent standard, with up-to-date information for visitors.
- To manage incoming phone calls, answer and direct telephone enquiries appropriately, passing on accurate information in a timely, effective and positive manner.
- To process incoming and outgoing mail, ordering and control of stationery and sundry items (e.g., refreshments), maintain supplies of service user forms & recording service user feedback.
- To support with the organisation of shared diaries.
- Support with booking interpreters.
- To maintain a record-keeping system for client and staff attendance.
- Play an active role within the admin team around the promotion and marketing of Via.

Key duties and activities of the role

- To create a welcoming environment in reception and waiting area for anyone attending the service.
- To maintain the reception, waiting area and service user areas to an excellent standard and assist with updating information in the waiting areas for service users and other stakeholders.
- To support the team with data inputting on case management systems (i.e., inputting referrals).
- To ensure that the petty cash reconciliation is carried out on a monthly basis.
- To assist with regular audits as directed by our Health & Safety team.
- To support the admin team in carrying out health & safety checks (i.e. fire alarm, panic alarm tests and premises checklist).
- To support, as of when required, the team with taking minutes of team meetings in line with CQC standards and Via policy.
- Identify risks and take appropriate action in accordance with local, national and organisational Safeguarding policies.
- Maintain accurate and timely records using the designated case management system in compliance with Via Information Governance policies and procedures.
- Work flexibly, including across multiple sites and peripatetically when required.

Person specification for the role

- Experience of working in a customer facing role.
- Experience of working or volunteering in a drug/alcohol or social care setting.
- Excellent oral and written communication skills.
- Excellent telephone manner and time management.
- Proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.

- Great team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver service objectives, as well as in working directly with service users and their significant others.
- Good IT skills including use of Windows/Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- Understanding of and ability to apply excellent Safeguarding and risk management practices and a demonstrable understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence standards for Health and Social Care and the GDPR confidentiality and privacy regulations.

Responsibilities for all Via staff

- To work within Via values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with Via policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone's knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours, and any other duties that may reasonably be required of you within your role.

Version Control				
		Authors		
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1.0	16/08/2023	MG		