

**The Altenheim
Job Description for Receptionist**

Name: _____

Date of Hire: _____

Shift Assignment: _____

The Purpose of Your Job Position

The primary purpose of your job position as RECEPTIONIST is to provide our residents with routine supervision in accordance with our established policies and procedures, and as may be directed by the Staff Nurse, Director of Nursing, or the Administrator, and to ensure that the highest degree of quality care can be maintained at all times.

Major Duties and Responsibilities

Listed below is an outline of the major duties and responsibilities that you will be required to perform. As a Receptionist, you are delegated the administrative authority, responsibility, and accountability necessary to carry out assigned duties.

Every effort has been made to make your job description as complete as possible; however, it in no way states or implies that these are the only duties you will be required to perform. Other related duties necessary to meet the medical and/or nursing needs of the resident may be assigned to you.

1. Answer the phone as instructed.
2. Transfer all phone calls to the appropriate department or individual.
3. Complete telephone inquiry forms as necessary.
4. Greet visitors in a friendly and informed manner and direct them to appropriate or designated areas in The Altenheim
5. Refrain from giving personal or confidential information to fellow workers, visitors, or phone callers.
6. Be alert for any situation in which a resident may be unable to use the call light system to summon assistance.
7. Report any incidents, accidents, unauthorized resident leaves of absence, or events out of the ordinary to the Intermediate Care Staff Nurse.
8. Follow established policies and procedures regarding fire and fire drills.
9. Report all accidents and incidents on the shift that they occur.
10. Use proper chain of command when reporting grievances.
11. Follow work assignments and/or work schedules in completing and performing your assigned tasks.
12. Perform all assigned tasks in accordance with established policies and procedures and as instructed by your supervisor.

13. The 7am-3pm receptionist should notify the Administrator when you will be late or absent from work. The 3pm-11pm receptionist should notify the Director of Nursing or Staff Nurse when you will be late or absent from work.
14. Report all complaints and grievances made by residents, families, or visitors to the staff nurse.
15. Cooperate with intra-department personnel, as well as with other facility personnel to ensure that nursing services can be adequately maintained to meet the needs of the residents.
16. Create and maintain an atmosphere of warmth, personal interest, and positive emphasis, as well as a calm environment throughout the unit and shift of duty.
17. Attend and participate in scheduled training and educational classes as required by policy.
18. Attend and participate in scheduled orientation programs.
19. Present a written/verbal report to fellow staff members when attending outside seminars or educational programs paid for by the facility.
20. Notify the staff nurse of any residents leaving or missing from the facility.
21. Keep floors dry. Clean up or report spills immediately to Housekeeping.
22. Follow established smoking regulations and report all violations.
23. Follow established safety precautions in the performance of all duties.
24. Report all safety violations.
25. Maintain a safe pathway in residential and employee areas.
26. Use only the equipment that you have been trained to use.
27. Operate all equipment in a safe manner.
28. Use only the equipment and supplies necessary to do the job.
29. Report immediately defective equipment to the staff nurse.
30. Maintain confidentiality of all resident care information.
31. Be familiar with all aspects of residents' rights.
32. Treat each resident with respect, dignity, and kindness.
33. Maintain a good attendance record. (Abuse of this requirement is interpreted as excessive absenteeism).
34. Maintain a good record of punctuality. (Abuse of this requirement is interpreted either as excessive tardiness, i.e., arriving later than your regular clock-in time, or excessive unauthorized early leave, i.e., departing work prior to your regular clock-out time.)
35. Limit personal calls at work to emergencies.
36. Be available by telephone or pager at all times, except when on vacation.
37. Other responsibilities as deemed necessary and appropriate, or as may be directed by the staff nurse, Director of Nursing, or Administrator.

Employee Signature

Date