

Job Description

Job title	Receptionist
Project/team	Clouds House
Main place of work	East Knoyle
Report to	Treatment Manager
Date This is the date the job description was written	May 2019
Key contacts Internal and external	Clouds House and other Action on Addiction staff Clients Visitors Sessional workers
Main purpose of the role In one or two sentences summarise why this role exists	Provide a personal, professional and confidential reception service to all incoming clients, visitors and callers. Provide administration support to Clouds House as required.
Key accountabilities Financial, decision-making, key targets	Attention to detail when creating and auditing client files. Awareness of data protection and confidentiality policies
Main duties	<p>Reception duties Prompt response to incoming telephone calls, and to log calls. Friendly and reassuring reception for clients arriving for assessment, admission or visit. Process post both incoming and outgoing for all departments. Take delivery of goods, sign for and distribute to relevant department. Check coffee machine supplies and water daily. Keep fire list up to date with new staff members Update weekly and tick off staff attendance. Update weekly and record staff lunch requests. Money to finance once a week. Keep reception diary up to date with expected visitors and calls. When requested, book taxis and issue travel warrants</p> <p>Administrative duties Petty cash – add up on regular basis and send to finance monthly Keep book of client photos up to date. Complete photocopying requirements of all teams. Copy, file and post out end of treatment reports. Type up lists of clients' activities / visitors and distribute to necessary departments Enter visitors, family meetings, visitor workshop, EoTRs sent on the database, along with any other databasing requests. Carry out audits as necessary. Create upon admission and print client labels if counsellors require extra copies.</p> <p>Staff on site (morning only) – update staff lists every morning, including head office and HR.</p>

<p>General duties Common to all roles</p>	<ul style="list-style-type: none"> • Comply with codes of practice, policies and procedures • Take action to reduce health and safety risks • Work in harmony with the Charity's values • Respect others and value diversity • Continuously develop knowledge, learning, skill and practice • Continuously improve service delivery • Perform other reasonable duties as may be required from time to time
<p>Special conditions For example, unusual hours, travel</p>	<p>To provide additional reception cover when required for training days, annual leave and sickness.</p> <p>Attend Clouds House annual Reunion.</p>