



POSITION DESCRIPTION

Position: Part-Time Reception & Administrative Support
Reports to: Community Engagement and Communications Lead
Remuneration: Hourly

Who we are:

Lionel Kelland Hospice is the first community based residential hospice in Newfoundland and Labrador providing end-of-life care to residents and their families with care, respect, and dignity.

Our values are the fundamental principles that guide the work of Lionel Kelland Hospice, and they apply not only to its residents and their families, but also to our staff, physicians, and volunteers. These are our values that we cherish the most in our workplace: compassion, integrity, excellence, commitment, and collaboration.

We strive to create a workplace where employees are treated with respect and compassion. By working together in a positive environment, we can ensure that the final chapter of a person's story is dignified and peaceful.

Position Summary:

The part-time Receptionist is responsible for providing clerical support while maintaining strict confidentiality of all resident information in accordance with the Personal Health Information Protection Act (PHIPA). The expectations of this role include maintaining a warm and welcoming environment for all residents, families, volunteers, visitors, and staff; greeting families and other guests; ensuring all individuals sign in and out of the building; and assisting in all daily clerical duties related to the resident care program, community engagement and operations.

Duties and Responsibilities

1. **Receptionist related:**
 - Answers and directs all incoming calls.
 - Handles couriers and other related deliveries.

- Greet and assist all in-person visitors to the office, including those bringing a donation.
 - Keep the office area neat, tidy, and welcoming for visitors.
 - Assists in training volunteers for their tasks at the reception desk.
 - Provide guided tours of the facility when requested.
2. **Quality Assurance:**
- Understands and implements infection prevention and control practices.
 - Participates in quality activities and continuous improvement initiatives.
 - Participates in proactive Health & Safety activities while performing all duties.
 - Is responsible for notifying the Occupational Health & Safety Committee of any health & safety risks or concerns.
 - Maintains confidentiality of all resident and Hospice information and discusses the same only with appropriate Hospice personnel in accordance with PHIPA.
3. **General Administrative:**
- Responsible for the set up and services required for various meetings.
 - Assists with the organization's mail – both incoming and outgoing.
 - Assist in health and safety reporting as needed.
 - Provide secretarial/administrative support to the Lionel Kelland Hospice team as needed.
 - Use of word processing, spreadsheets, and database software to prepare reports, memos, and documents.
 - Other related duties as required.
4. **Resident Care Support:**
- Books visitors into the Hospice family suites and assigns fobs for entry.
 - Tracks family suite data.
 - Ensure all individuals sign in and out of the building.
 - Assists with forms creation and organization as necessary.
 - Other duties as assigned.
5. **Community Engagement & Communications Support:**
- Assist with ongoing letters to donors, including utilizing mail merges to prepare the letters for distribution.
 - Administrative support of ongoing fundraising initiatives undertaken by the Hospice.
 - Administrative support for Hike for Hospice Committee.
 - Uphold the brand standards of the Hospice in all internal and external communications.
 - Other duties as assigned.

Qualifications:

- Post-secondary administrative or business program considered an asset.

- Administrative experience in general office responsibilities and procedures.
- Knowledge of principles and practices of office management, organization, and general administration.
- Excellent interpersonal and communication skills.
- Strong customer service orientation.
- Possesses cultural awareness and sensitivity.
- Ability to prioritize and complete multiple tasks simultaneously.
- Tact and discretion in dealing with and handling confidential information.
- Displays confidence and enthusiasm.
- Ability to work independently and as part of a team.
- Ability to maintain a high level of accuracy and attention to detail.
- Computer literacy, including use of Microsoft Office 365 products.

Other Skills and Abilities:

- A strong sense of dedication to the mission, values, and goals of Lionel Kelland Hospice and be a dedicated staff team member.
- Ability to handle difficult situations in a caring, empathetic manner with good judgement.
- Tact and discretion in dealing with and handling confidential information.
- Positive attitude and a willingness to “go the extra mile” when delivering quality service and building positive community relations.

Standards of Performance:

- The Receptionist must demonstrate ongoing competency and a commitment to continuous quality improvement in completing all duties and responsibilities as detailed in this job description, in accordance with all Hospice policies and approved plans.