



## POSITION DESCRIPTION

Position Title:	<b>Receptionist- Relief</b>		
Program Name:	Reception	Position Class:	SVG 5
Reports To:	Program Manager- Property Administration and Social Enterprise	Location (Work Site):	415 Water Street, 466 George Street, Peterborough, 33 Lindsay Street, Lindsay
Effective Date:	Review Date:		

### Position Summary:

The receptionist often represents the first point of contact for the agency and primarily assists staff and visitors. The incumbent works often in a fast paced setting, working with people and completing clerical duties as needed.

### Key Responsibilities (Activities)

#### Visitor and Staff assistance

- Answers telephone and greets visitors in a pleasant manner
- Communicates scheduled appointments, trainings etc.
- Provides information regarding internal programs, local resources and agencies
- Refers people to appropriate workers and departments
- Follows CMHA processes and procedures for people presenting in crisis
- Follows procedures for clients requiring services specific to the site
- Demonstrates flexibility on working at variable sites and days as needed to keep all reception areas covered

#### Office and Clerical Processes

- Accepts payments for rent, arrears, donations etc.
- Monitors keys, sign in and sign out procedures (credit cards, vehicles passes etc.)
- Completes general typing and clerical duties
- Mail distribution
- Assists in ordering general office, cleaning and coffee supplies
- Assists with meeting preparations
- Assists staff with projects as needed
- Opens and closes the office, including arming and disarming the building
- Processes deliveries



## **1. Documentation**

- Timesheets
- Expense sheets
- Minutes
- CRMS notes
- Updating of reception binder and process flowcharts as needed

## **2. Performance Management and Professional Development (Standard language)**

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

## **3. Health and Safety – Worker Responsibilities**

- Work in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger oneself or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to your supervisor or employer
- Report health and safety problems to your supervisor or employer
- Notify your supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-worker, supervisor, JHSC members and others

## **4. Other duties as assigned (standard language?)**



- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participate in quality improvement activities at the team/program level
- Participate in external committees as required
- Duties may change from time to time

## Requirements of the Position:

### A: Education and Training

**To be eligible for this position (required education) (e.g specify if any particular program(s) or required or preferred – refer to Education list in toolkit for some examples)**

- College Diploma in a relevant field e.g. Office Administration
- Satisfactory police records search and vulnerable sector screening

**We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for continued employment in this position: (only select those relevant to your position)**

- ASIST
- NVCI
- CRMS
- First Aid/CPR

### Assets with regard to this position:

- Education and/or experience working with people in the Mental Health system

### B: Related and Relevant Experience

#### Mandatory experience

- Minimum of one year recent and relevant experience in a receptionist/secretarial position with direct experience dealing with the public
- Computer skills using Windows, Microsoft Office - Outlook, Word, (typing speed of 50 wpm), and Excel
- Knowledge in the operation of all standard office equipment



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- Excellent organizational and multi-tasking skills are required
- Strong communication and interpersonal skills
- Flexible with demonstrated ability to work independently, as well as within a team
- Proven ability to function effectively in a challenging environment

**Preferred experience**

- Knowledge of symptoms of mental health and addictions
- Crisis intervention skills
- Knowledge of community agencies and resources



## C: Competencies

Type of Competency	Level of Competency
<b>Clinical</b>	
Analytical Thinking and Decision Making	Basic->Intermediate
Client Management within the Community –	Foundational
Client Supports	Foundational
Commitment to Continuous Learning	Foundational
Crisis Intervention	Foundational
Documentation	Foundational
Human Development	NA
Mental Health/Concurrent Disorder/Dual Diagnosis	Foundational
Pharmacology	Foundational
Screening and Assessment	Foundational
Service Planning	Foundational
Substance Use/Addictions	Foundational
<b>Behavioural</b>	
Adaptability and Flexibility	Intermediate
Collaboration	Basic
Communication	Basic
Diversity	Basic
Ethics	Basic
Interpersonal	Basic
Professionalism	Basic
Teamwork and Multidisciplinary Approach	Basic
<b>Functional</b>	
Analysis and Problem Solving	Basic
Knowledge of Community Resources	Foundational->Basic
Organization and Planning	Intermediate
Record and Information Management	Basic
Technical (Computer Skills)	Basic

## D: Other (here are examples)

- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

## Working Conditions: (refer to Working Conditions in tool kit for examples)

- Works in an office setting within CMHA
- Works directly with individuals living in poverty who may live with a with serious mental illness and/or dual diagnosis and/or addictions



**Approval/Revised Approval Dates:**

Program Manager \_\_\_\_\_ Date \_\_\_\_\_

Program Director(s) \_\_\_\_\_ Date \_\_\_\_\_

Human Resources Manager \_\_\_\_\_ Date \_\_\_\_\_

I have read and understood the above position description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date