



Position Description

Position Title:	Receptionist		
Program Name:	Community Engagement	Position Classification:	5
Reports To:	Program Manager		
Effective Date: July 2017		Review Date: April 2018	

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.

The Receptionist may work in full, part time or relief capacities or a combination. The incumbent may be located at one site or at multiple sites (if working relief).

Key Responsibilities

1. Visitor and Staff Assistance

- Answer the telephone and greet visitors in a pleasant manner
- Communicate scheduled appointments, trainings etc.
- Provide information regarding internal programs, local resources and agencies
- Refer people to appropriate workers and departments
- Follow C.M.H.A. processes and procedures for people presenting in crisis
- Follow procedures for clients requiring services and assistance specific to the site
- Train relief Receptionists on office processes and procedures
- Assist people needing accommodation to access services
- Flexible with working at variable sites and days as needed to keep reception areas covered



2. Office and Clerical Processes

- Accept payments for rent, arrears, donations etc.
- Monitor keys, sign in and sign out procedures (credit cards, vehicles pass etc.)
- Complete general typing and clerical duties
- Data entry and formatting of information into databases
- Process deliveries and distributes mail
- Assist in ordering general office and cleaning supplies
- Assist with meeting preparations
- Assist staff with projects as needed
- Open and close the office, including arming and disarming the building
- Schedule and troubleshoots O.T.N. sessions, as required
- Enter maintenance work orders, as brought forward
- Maintain documentation for the C.M.H.A. van, updating database recording insurance information, as required

3. Documentation

- Complete time and expense sheets
- Collect and distribute Employment Application Form
- C.R.M.S. notes and meeting minutes
- Update reception binder and process flowcharts as needed
- Process Intake Forms

4. Other Activities

- n/a

5. Performance Management and Professional Development

- 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



6. 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, J.H.S.C. members and others

7. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

6. Quality Assurance Measures

- Work in compliance with Quality Assurance Measures as outlined in Reg. 299/10 of the “Services and Supports to Promote Social Inclusion of Persons with a Developmental Disability Act, 2008”
- Work in compliance with all C.M.H.A. H.K.P.R. Quality Assurance Measures policies and procedures



7. Other Duties as Assigned

- 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

Completion of a secondary school diploma and additional office administration or secretarial courses.

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:

- Health and Safety Training (including but not limited to the following):
 - Global Hazardous System (G.H.S.)
 - Infection Prevention and Control (I.P.A.C.)
 - Workplace Violence
 - Accessibility for Ontarians with Disability Act (A.O.D.A.)
- Applied Suicide Intervention Skills Training (A.S.I.S.T.)
- Non Violent Crisis Intervention (N.V.C.I.)
- Client Record Management System (C.R.M.S.)
- First Aid/C.P.R.

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 or similar 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
- Excellent organizational and multi-tasking skills
- 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
- Intermediate to advanced minus proficiency in French language

C: Competencies

Refer to C.M.H.A. H.K.P.R Competency Matrix

D: Other

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

Working Conditions:

- Work in an office setting within C.M.H.A.
- Work 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 _____

I have read and understood the above position description.



**Canadian Mental
Health Association**
Haliburton, Kawartha, Pine Ridge

Employee Signature

Date