



Title: Guest Relations Assistant

Reports To: Guest Relations Manager in Broad Ripple/Family Care Manager at UIndy

Classification: Full-time hourly and Part-time hourly positions

Date Updated: August 6, 2019

Job Summary: The Guest Relations Assistant is primarily involved in safety and community of Joy's House Guests, implementing a variety of daily activities in order to enhance and maintain each person's cognitive, physical, social, and emotional well-being. Demonstrates full knowledge in assigned area and is an experienced contributor.

Primary Responsibilities:

- Ensure that each Guest is continually monitored for health and safety, which includes, but is not limited to direct supervision, fall prevention, medication monitoring, proactive personal care and emergency preparation
- Have the physical ability to transfer Guests safely and properly
- Engage in scheduled physical activities in Guest Relations
- Implement an on-going, mature activity program which meets the needs of every Guest
- Express knowledge and continuing education in programming for persons living with Alzheimer's disease, other dementias, multiple sclerosis, Parkinson's disease, MRDD, autism, and other challenges that our Guests may face
- Assist with Activities of Daily Living (ADL) aligned with each Guest's needs and according to individual Care Plans
- Show knowledge and ability to uphold Marion County Health Department food safety policies and procedures
- Display ability to prepare appropriate Guest lunches, maintain food inventory, follow monthly menu
- Exhibit thorough knowledge and complete confidentiality of pertinent Guest information located in the Emergency Binder
- Maintain all necessary records such as Daily Activity Log, Incident Reports, Extra Clothing Reminder, Sign-in Sheets, Individual Guest Reports, Daily Personal Care record and any other necessary documentation
- Utilize exceptional organizational, multi-tasking skills and perform daily tasks with high efficiency
- Be directly responsible for creating an uplifting, positive, welcoming and loving environment
- Participate in training and cover the front desk during designated/rotating hours
- Develop and maintain supportive relationships with caregivers
- Make Guest Relations volunteers feel welcomed, appreciated and important
- Ensure that volunteers are kept engaged with a task or active with a Guest and understand that volunteers are not permitted to assist with toileting, serving food, transferring, or providing medications

Minimum Qualifications:

- Ability to adhere to Joy's House policies and procedures
- Clear, concise verbal communication skills
- Work within a team environment
- Ability to juggle multiple tasks
- Demonstrate strong change adaptability skills by being open to feedback and committing to change
- Observe all safety and security procedures and report potentially unsafe conditions
- Utilize time efficiently; punctual; demonstrate accuracy and thoroughness
- Must be able to lift 50 lbs.