



**Title:** Senior Guest Relations Assistant (Broad Ripple)

**Reports To:** Family Care Manager in Broad Ripple

**Classification:** Full-time, hourly

**Date Updated:** April 16, 2021

**Job Summary:** The Broad Ripple Senior Guest Relations Assistant fulfills all of the duties and responsibilities of the Guest Relations Assistant position in addition to having responsibilities as they relate to Guest medications, bathing and personal care, volunteers, and the Guest Relations Assistant hiring and onboarding process.

**Primary Responsibilities:**

- Document and manage Guest bathing services in coordination with the Family Care Manager
- Oversee the documentation and distribution of medications to Guests based on individual Care Plans
- Responsible for welcoming Guest Relations volunteers and engaging them with tasks or projects while monitoring the volunteers' adherence to Joy's House policies and procedures
- Assist with the evaluation of potential Guest Relations Assistant candidates during the hiring process
- Supports the onboarding and training for new Guest Relations Assistants in collaboration with the Family Care Manager
- Upholds Marion County Health Department food safety policies & procedures
- Act as Food Safety Monitor ensuring all Food Safety policies and procedures are met
- Manage inventory of pantry and house supplies and reorder stock as necessary
- Maintain breakfast and snack schedules and support the evaluation of the food program with input from the Family Care Manager and Senior Vice President of Care Services

**Secondary 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
- Implement an on-going, mature activity program which meets the needs of every Guest including cognitive, physical, and creative activities
- 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
- Prepare appropriately 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

**Minimum Qualifications:**

- Clear, concise verbal communication skills
- Work within a team environment with the 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 pounds