

**Title:** Senior Guest Relations Assistant (UIndy)

**Reports To:** Family Care Manager (UIndy)

**Classification:** Full-time, hourly

**Date Updated:** July 26th, 2021

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

**Primary Responsibilities:**

* 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.
* Support the onboarding and training for new Guest Relations Assistants in collaboration with the Family Care Manager.
* Uphold Marion County Health Department food safety policies & procedures and monitors acts as Food Safety Monitor.
* 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:**

* Create welcoming, meaningful, and positive relationships with volunteers, caregivers, Guests, and other individuals who may encounter Joy's House.
* Have fun engaging Guest's in physical, cognitive, or social activities throughout the day while monitoring and ensuring their health and safety and following individual care plans.
* Learn more about Alzheimer’s disease, other dementias, multiple sclerosis, Parkinson’s disease, MRDD, autism, and other challenges that our Guests may face.
* Serve lunch and snacks based on dietary restrictions of our Guests and in accordance of the Marion County Health Department food safety policies and procedures.
* Help 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.

**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 lbs.