



Joy's House Broad Ripple
317-254-0828 | 2028 E. Broad Ripple Ave.,
Indianapolis, IN 46220

Joy's House UIndy
317-737-2515 | 1615 E. Castle Ave.,
Indianapolis, IN 46227

Position Title: Guest Relations Intern

Hourly Wage: \$13.00/hour

Available Shifts: Part Time Monday – Friday, minimum 16 hours/week

Internship Benefits:

- Flexible scheduling

General Purpose/Agency Overview:

At Joy's House, our work is more than just a job, it's a mission. A mission to provide care for adults living with physical and mental challenges while providing respite for caregivers. A mission to build a world where all individuals with life-altering diagnoses and their families are living fulfilled lives of knowledge, choice, and comfort.

The position of Guest Relations Intern provides safety and community for each Joy's House Guest (client), implementing a variety of daily activities to enhance and maintain each person's cognitive, physical, social, and emotional well-being. Through this experience, the Guest Relations Intern will gain a deeper understanding of the options available to our aging population.

Primary Focus:

- Help to create and implement a day of celebration for one of our Guests.
- Attend organizational meetings or events to better understand the overall mission of Joy's House.

Duties and Responsibilities:

- Creating welcoming, meaningful, and positive relationships with volunteers, caregivers, Guests, and other individuals who are part of Joy's House.
- Engaging Guests in physical, cognitive, or social activities throughout the day while monitoring and ensuring their health and safety and following individual care plans.
- Serving lunch and snacks daily based on dietary restrictions of our Guests and in accordance with the Marion County Health Department food safety policies and procedures.
- Helping to 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.
- Learning more about Alzheimer's disease, other dementias, multiple sclerosis, Parkinson's disease, MRDD, autism, and other challenges that our Guests may face through monthly in-service trainings.

Qualifications

Required

- 18 years of age or older.
- Must be able to lift 50 lbs.
- Willing to comply with health and medical requirements including the COVID-19 vaccination, TB testing, Flu shot.
- Willing to comply with our background check policy.
- Currently holds or willing to receive CPR/First Aid certification.

Preferred

- Clear and concise verbal and written skills.
- Experience leading group activities.
- Time management.
- Customer service experience.
- Event coordination.
- Ability to work independently and on a team.
- Healthcare, nursing, and geriatric coursework and majors preferred, but all majors welcome!

At Joy's House, we celebrate our values of *Individuality* and *Inclusion*.

Employment opportunities at Joy's House are based upon one's qualifications and capabilities to perform the essential functions of a particular job. Joy's House is an equal opportunity employer.



Knowledge, Skills, and Abilities Gained in this Role:

- *Community Contributor* – this position will teach students to understand the needs of adults with life altering diagnoses, both in their daily lives and within the larger community.
- *Problem Solver* – students will collaborate with other team members and managerial staff to provide exceptional care for each individual Guest (client).
- *Communicator* – this position will focus on building relationships with Guests (clients) regardless of the Guests' diagnoses or abilities.

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