



Date Updated:
June 29th, 2022

Title: Guest Relations Specialist (Front Desk, Activity Coordination)
Reports To: Guest Relations Manager in Broad Ripple
Classification: Full-time hourly

Job Summary: Joy's House retains a compassionate individual to champion our values of **self-worth, fulfilled lives, safety, individuality, truthfulness, comfort, and inclusion** in this position. This role will join our Joy's House team to serve our families and community by providing *exceptional* adult day and caregiver services.

The Guest Relations Specialist 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. Furthermore, the Guest Relations Specialist will focus on the management and coordination of one primary area then be cross trained to support as back up the management and coordination of a secondary area of Joy's House programming or operations.

Essential Duties:

- Create welcoming, meaningful, and positive relationships with volunteers, caregivers, Guests, and other individuals who are part of Joy's House.
- Engage Guests in physical, cognitive, or social activities throughout the day that meets the needs of every Guest.
- Monitor Guests for health and safety and assist with Activities of Daily Living (ADL), which includes, but is not limited to direct supervision, fall prevention, medication monitoring, proactive personal care and emergency preparation and is in accordance with individual care plans.
- Serve 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.
- Provide personal care including but not limited to toileting and bathing.
- Lift and transfer Guests safely and in accordance with Joy's House training and industry best practices.
- Support front desk operations as needed such as but not limited to answering phones, checking-in/out Guests, and greeting visitors.
- Learn more about Alzheimer's disease, other dementias, multiple sclerosis, Parkinson's disease, developmental disabilities, and other challenges that our Guests may face through monthly in-service trainings.

Primary Responsibilities: Front Desk Support

- Available to support front desk operations Monday through Friday, depending on scheduling needs.
- Answer phone and direct calls appropriately.
- Maintain accurate Guest records including daily sign-ins and sign-outs and cancellations or schedule additions using MomentPath and hard copy sign-in sheets.
- Welcome visitors, volunteers, and families, and connect them to the appropriate person.
- Distribute and gather Guest attendance calendars.
- Monitor closed circuit cameras to help ensure Guest safety.

Secondary Responsibilities: Activity Coordination

- Organize and restock activity supplies in Utility Closet and Basement areas. Recommend purchases of supplies.
- Gather and prep daily activity supplies to be used according to the activity schedule.
- Oversee adherence and commitment to daily activity plans making sure all staff is prepared to implement.
- Create and collaborate on daily and special activity plans for Guests or events alongside the UIndy Family Care Manager, Broad Ripple Guest Relations Manager and Family Care Director, or other staff members. Includes is

not limited to Wish Days, holiday parties, themed days, or special activities and is based on individual Guests and care plans.

- Communicate of activities to the larger Joy's House team and include, where applicable, volunteers and Board members.
- Document activities through photo and video and forward special moments with the larger Joy's House team and Executive Assistant to share in newsletters, social media, or messages to families and donors.

Qualifications

Required

- Passion and patience for working with our population of adults.
- Ability to work independently and on a team.
- Must be able to lift 50 lbs.
- Must be 18 years of age or older.
- COVID-19 vaccination.
- Commitment to safety and all Joy's House policies and procedures.

Preferred

- Clear and concise verbal and written skills.
- Experience leading group activities.
- Punctual, good time management skills, coordination skills with a commitment to accuracy.
- 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.