**Policy # FCSS-0186.14**

**FAMILY & COMMUNITY SUPPORT SERVICES (FCSS)**

**RIMBEY COMMUNITY HOME HELP SERVICES (RCHHS)**

**POLICY**

**NAME: RECEPTION**

**DEPARTMENT: JOB DESCRIPTIONS**

**EFFECTIVE DATE: MAY 21, 2014**

**TIME**: This position is 28 hours per week

This position reports to the Executive Director and will be recruited when the situation warrants additional help to help cover for staff vacations and illness or special projects.

Duties and Responsibilities:

1. Reception: answer phones, direct calls and messaging, greet clients etc.
2. Check the Agency phones and Agency *Info* email for messages, notifying coordinators of pertinent information.
3. Update and maintain information and referral resources.
4. Create, maintain, and update all forms and all types of correspondence and any other communication required; proof read all office correspondence.
5. Receive and process payments, donations, and complete bank deposits.
6. Maintain consistent levels of materials and supplies required for the operation of the office.
7. Plan and maintain messages for FCSS street sign for 52 weeks.
8. Manage organization of server.
9. Maintain staffing schedule for office coverage.
10. Assist Health Care coordinator to plan and provide morale boosters for staff through social events: appreciation, recognition and social fund activities. Collect and keep records for staff social fund and purchase gifts as required.
11. Assist the Executive Director to prepare for Board Meetings as required: room set up, prepare agenda packages, type minutes and help host delegations. Receive program reports, statistics and enter on server.
12. In advance of meetings, email relevant documents to committee members as determined by the Executive Director.
13. Forward meeting minutes to funders on a regular basis.
14. Compile Annual General Meeting reports and publish booklet.
15. Volunteer Income Tax program client intakes.
16. Receive Women’s Conference registrations.
17. Type and store electronic Minutes of Board and committee meetings and other related documents as required.
18. FCSS Charity Golf tournament contact emails to sponsors, donors, and golfers and do online applications for sponsorship as needed; receive and track sponsorship and registrations and prepare tournament publications.
19. Have a working knowledge of all FCSS programs and activities.
20. Maintain policy management, keep up to date, and submit to website via volunteer co-ordinator.
21. Coordinate consistency of program manuals in collaboration with program coordinators.
22. To research, develop and design tools for program and agency evaluation, data collection and tabulate surveys in collaboration with program coordinators.
23. Assist with annual evaluations of volunteers, staff and clients with key positions ie: Program Coordinators.
24. Participate and assist in short and long term planning for growth and development of programs and the agency including succession planning.
25. Assist the FCSS/RCHHS Executive Director to help oversee the Adult Day Support Program.
26. Complete the AHS monthly, quarterly and annual reports for the Adult Day Support Program in a timely manner.
27. Promote the resource library in the community and schools.
28. Keep library display case tidy (have the resources easily accessible).

30. Keep track of resources as they are loaned out and return

31. Order new resources as funding becomes available.

32. Ask community members, groups and the schools for input into what resources they would like the library to have on hand for them to borrow.

33. Catalog new resources.

34. Update the resource guide as new resources are added.

35. Take requested resources to the schools on a regular basis and pick them up when the schools are finished with them.

36. Participate in the agency quality assurance program

37. Prepare monthly program reports for Board Meetings.

38. Advise RCHHD/FCSS Executive Director of emerging trends or issues related to the Family Resource Centre.

1. All other duties requested by the Executive Director and or Board Members.

Pay schedule for the Reception Position will be set and reviewed annually by the FCSS/RCHHS Board.

Revised/Reviewed: May 30, 2019

This policy shall be reviewed at the discretion of the Board but at least annually.