

Job Title: Client Service Receptionist

Classification: Non-Exempt

Position Type: Part-time: In-person **Hours of Work:** Operational hours

Purpose: The Client Service Receptionist creates a welcoming and supportive environment for individuals receiving services at the Center. Understanding the sensitive nature of their visit, the Receptionist ensures a warm and understanding presence, facilitating smooth check-ins, providing assistance in the lobby, and managing various administrative tasks to support the efficient operation of the Center.

Position Reports to: Clinical Director

Essential Functions:

Presence

- Demonstrate sensitivity to the unique needs and emotions, while greeting clients and caregivers, creating a supportive atmosphere when they call or enter the Center.
- Greet interpreters, introduce parties, and verify interpreters attendance as necessary.
- Assist multidisciplinary team (MDT) partners that enter through the main entrance.
- Interact with children in the lobby as needed, while caregivers are in pre or post interviews
 or therapy check-ins; may include playing a game with a child, coloring, watching a show
 on the television, etc.

Reception

- Manage the check-in process of clients, notify appropriate staff of their arrival.
- Assist with any required paperwork, addressing questions or concerns.
- Keep paperwork organized and accessible while respecting confidentiality.
- Manage appointments through Google Calendar.
- Distribute surveys to clients and collect completed forms.

Lobby Management

- Ensure the waiting area is physically accessible and is conducive to healing.
- Ensure that the lobby and restroom areas are clean and organized.
- Restock supplies in the lobby bathrooms, snack basket, keurig carousel, and coloring pages.
- Assist in creating folders for advocacy services, as needed.
- Manage lobby television; powering on and off, appropriate channels, and volume.

Communication

- Answer telephone calls promptly and forward community calls to the appropriate staff.
- Remain calm and composed during challenging situations and while on the phone with distressed callers.
- Leverage communication tools to facilitate real-time communication with staff.

Safety

- Open door for clients using the button granting entry.
- Verify adult names in NCATrak, to ensure appropriateness to be onsite.
- Enforce policies prohibiting phone calls and photography in the lobby.
- Seek assistance as required for support.

And other duties as assigned by the President/CEO.

Education and Experience Needed:

- Occupational background in child abuse investigations, child abuse, or other human service occupation preferred.
- Understanding of the dynamics of trauma, child sexual abuse, and child development preferred.
- Proficient in Google Workspace and other relevant software.

Competencies Required:

Advocacy and Public Policy:

 Engage in advocacy initiatives that align with the Center's mission, contributing to the overall advancement of public policy and community awareness related to child sexual abuse.

Healthy Communications:

- Present oneself and the Center professionally in both oral communications.
- Communicate with clarity, empathy, and understanding.
- Exchange information efficiently and effectively, demonstrating active listening and seeking clarification when necessary.
- Foster an environment where open communication is valued.
- Contribute to a culture of healthy communication, respect, and commitment to the Center's mission, vision, and values.

Direct Service:

- Aptitude for establishing rapport with individuals of all backgrounds, as well as professionals from various disciplines, and those with traumatic experiences.
- Ability to practice restraint and discretion regarding confidential information related to Center functioning, internally and externally.

Team Participation:

- Ability to work collaboratively with diverse teams, promoting a positive and inclusive work culture.
- Active engagement in team dynamics and foster a supportive atmosphere.

Building of Global Capacity:

- Promote cultural competence and inclusivity to uphold Center values in daily activities.
- Demonstrate a commitment to intercultural development and understanding the unique needs of clients, staff, volunteers, and donors from diverse backgrounds.

Personal Care and Development:

• Prioritize self-care and advocate for a culture within the Center that supports the well-being of both individuals and the Center as a whole.

Stewardship:

• Understand the Center budget and demonstrate stewardship of resources, ensuring their efficient and effective utilization in alignment with the Center's mission.

Data Management:

- Adhere to confidentiality procedures related to client and caregiver information.
- Provide accurate and timely tracking of client demographics and services.

Flexibility and Adaptability:

- Navigate changes and handle unexpected situations with professionalism.
- Ability to prioritize tasks, manage time efficiently, and maintain a well-organized work environment.
- Embrace adaptability, contributing to a dynamic and responsive organizational culture that effectively addresses the evolving needs of the Center's work.

Work Environment and Physical Requirements:

The nature of the work involves exposure to emotionally challenging situations and may require a level of resilience and self-care to maintain personal well-being in the face of these challenges. Additionally, accommodation for specific physical requirements can be discussed to ensure an inclusive work environment for all staff members.

- Navigate a trauma-rich environment where clients are present.
- Ability to sit and effectively use a computer for extended periods within an environment with other sensory conditions, such as television noise, music, voices of children, and other waiting room environmental nuances.
- Perform light lifting tasks, up to 25 pounds, as needed to fulfill job responsibilities.

This position is supported by grants, thus is dependent upon grant funding. The items listed in this position description are not intended to cover or contain a comprehensive list of activities, duties, daily tasks, or responsibilities that are required of a staff member. Duties, responsibilities, and activities may change or new ones may be assigned based upon the needs of the Center at any time, with or without notice.

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| Staff Signature | Date | President/CEO | Date |