



**Vacancy: Reception Coordinator**

**Vacancy posted: 03rd July 2019**

**Deadline to apply by 23rd July 5pm**

**Interview date: Wednesday 31st July afternoon**

**Start date: Monday 05th August 2019**

**Salary: minimum wage**

**Location: The Planetary Healing Centre, 288 Portobello High Street, EH15 2AS. Edinburgh**

**Job type: Part-time 3 days paid work and 1 day volunteering work.**

An extremely exciting and key role within the Planetary Healing Centre has become available.

As a Reception Coordinator, you will be the first point of contact, it is essential that you have experience in a similar role. You will have regular interaction with our management team, administrator, vulnerable clients and members of the public.

The candidate must have excellent communication skills, be able to promote a professional image/attitude and possess a warm welcoming personality. Excellent organisational skills is essential to effectively manage daily tasks, such as answering the phone, sending daily reminders to our clients, dealing with bookings and cancellations, dealing with incoming post, assisting clients filling in required forms; be able to prioritise workload, solve problems arising within the daily routine.

It is required from the candidate to be well informed about our charity organisation, our projects, our procedures, be helpful and efficient, demonstrating a high level of interpersonal skills, tact, diplomacy and have excellent retail skills.

If you are someone who thrives in a busy environment, self-employed, enjoys lots of interaction with a variety of different people, is well organised, can respond to changing circumstances, and likes to get the job done please apply. Training will be provided to the ideal candidate.

Key skills	Key skills
<ul style="list-style-type: none"> <li>- Dealing with incoming and outgoing calls</li> <li>- Dealing with bookings</li> <li>- People skills</li> <li>- Communication skills</li> <li>- Organisation</li> <li>- Punctuality</li> <li>- Commitment</li> <li>- Basic maths knowledge (sums, subtraction, calculation of percentages)</li> </ul>	<ul style="list-style-type: none"> <li>- Self-initiative</li> <li>- Basic knowledge of windows and internet</li> <li>- Retail skills and pricing items.</li> <li>- Shop stock keeping</li> <li>- Social media skills</li> <li>- Interview new volunteers</li> <li>- Light cleaning (dust, hoovering, general cleaning)</li> <li>- Ability to work as part of a team and alone</li> </ul>

## **RECEPTION COORDINATOR**

### **ROLE DESCRIPTION**

The Reception Coordinator will:

1. Support the therapist(s) in his/her role during the day.
2. Take bookings for the project answering the phone: "Planetary Healing Centre", "name" speaking, how can I help you? "
3. Observe our policy of booking the client only the therapy he or she has asked for. Send reminders to clients about their session and inform therapists too.
4. Register project users in the project giving them an application form and when needed help them to fill it in.
5. Do reception work, be the person responsible for opening and closing the Centre, do some light cleaning and tidying up of the centre.
6. Promote inclusion and equal opportunities for users off our projects.
7. Attend the shop, do sales, received donations for the therapies, our projects and register monies in the relevant book.
8. Let people know about our projects, classes and groups, etc.
9. Be aware and sensitive to the vulnerability of users of our projects.
10. Observe confidentiality in all aspects regarding users' private information, therapy history, our organisation's general information, database, etc.
11. When applicable pass on information to clients regarding appropriate specialists or community agencies (e.g. A.A, counselling services, etc. We have a folder available with details of other agencies and on our website)
12. Participate in compulsory support and supervision session over the phone once a Month.
13. Observe our code of conduct, policies and procedures.
14. Be able to explain the following to clients:

**Explain the following to new clients in our projects**

**1) The Service** (we offer holistic therapies which are listed on our website)  
**2) Support we can offer** (one to one therapies in our projects and also privately.  
**3) Number of sessions agreement?** ( between 8 to 12 sessions, after that, if we have a waiting list, client has to be reassessed via a letter they write to our charity in order to continue using our projects)

**4) Referral Process** (we can also take referrals and at the end of the number of sessions agreed, we write to the referral agency for an evaluation)

**5) Confidentiality** (all info is confidential, only the therapists you book with can read clients notes)

**6) Waiting list** (We ask clients to only cancel an appointment for reasons beyond their control. The project can get very busy, therefore, less minute cancellations are taking the place of other people who could have benefited from the project.)

**7) Monitoring process** (we will ask client to fill in the Monitoring and Evaluation form after a certain number of sessions and once a year client might receive a phone call from project evaluator consultant),

**8) Contact with GP when it is the case** (this will only happen if, because of clients' health condition, we feel it is necessary for the GP to know he/she is attending our project. However we will never contact clients' GP without clients authorisation)

**9) Exit meeting** (after 8 or 12 sessions, we will ask client to fill in an exit form)

**10) Outcome/review** (our monitor and evaluator consultant will contact regular users of the project once every two years to check on outcomes achieved and write a review of the project. )

**11) Complaints policy** (users and volunteers can email their complain to our board of trustees on email [holistic@planetary-healing.org](mailto:holistic@planetary-healing.org). Complains will be dealt with by a board of trustee and client will receive a reply within 2 weeks)

**12) Cancellation policy** (Cancellations less than 24 hours notice, will occur a £10 fee)

**13) Contact with therapists policy** (Users of the project are asked not to contact volunteer therapist outside the project unless it is related to a private session. We recommend user of the project to fill in an exit form for the project before he or she becomes a private client.