

 Job Description

**Job title: Client Receptionist**

**Reporting to: Communications Lead**

**Contract: Permanent**

# Location: 48-52 Allcock Street, Birmingham B9 4DY

**Hours: 35 hours per week**

# Salary: £22,722 per annum

**Date last updated: April 2024**

**Overall purpose of job:**

To provide a professional reception service to clients accessing SIFA Fireside. Ensure that clients access the correct service whilst maintaining confidentiality when dealing with all information and material.

We welcome applications from people with lived experience of some of the issues our clients face including homelessness, mental health, substance use or the criminal justice system and if you are stable in your recovery and feel motivated to use your experience to support others through a similar journey then we would love to hear from you.

**Key tasks**

* Providing client reception and administrative support to all client services.
* Establishing and maintaining client booking systems and appointment allocations across a variety of services.
* Communicating information with clients on service availability and eligibility.
* Carrying out initial screening for housing appointments.
* Accurate record keeping and use of CRM tools (Customer/client Relationship Management).
* Attending Homelessness Intervention team meetings.
* Checking on client exclusions and alerts on entry to the building.
* Registering attendance at the Support Centre.
* Operating within organisational health and safety procedures.
* Build effective, positive relationships with clients maintaining professional boundaries and ground rules.
* Dealing with difficult and challenging client behaviour.
* Day-to-day management of the client reception, working alongside volunteers and staff to ensure the professional operation of the reception.
* Managing correspondence, including phone calls and messages, emails, letters and packages, alongside volunteers.
* Managing the storage of confiscated prohibited items from clients and reporting to the correct manager for removal where appropriate.
* Support the induction of volunteers to client reception duties, in liaison with the Volunteer Lead.
* Perform photocopying and scanning as required.
* Support business reception as required.
* Undertake other tasks as requested by your line manager or other senior manager.

**Working conditions**:

There may at times be a requirement to travel to other SIFA Fireside or outreach sites. Travel expenses will be paid for any journeys undertaken.

All frontline staff members are required to work Bank Holidays on a rota basis.