

Closing Date: March 31, 2021 at 0900H

**POSITION AVAILABLE – Greeter/Screenener**  
**EMPLOYMENT OPPORTUNITY – CASUAL**  
**WAGE RATE - Dependant on Qualified Experience**

**JOB SUMMARY:** The Greeter is responsible for welcoming visitors, arranging family visits with residents, dealing effectively with calls, emails and questions, ensuring all individuals coming into the home meet the proper policies and procedures, screening individuals, escorting visitors, porting residents and cleaning high touch surfaces/areas. Promotes and maintains a positive working relationship with resident, families and co-workers.

**RESPONSIBILITIES:**

- Greets, welcomes and confirms visitors are on the Designated Visitor List or have booked a time as applicable... Present a positive image at all times while directing Residents, visitors and Staff to appropriate areas. Make all Residents and visitors feel welcome and cared for.
- Takes temperature, ask questions as per screening tool and documents appropriately.
- Ensures waivers and agreements are signed prior to visiting residents.
- Explains and provides educational resources to visitors on appropriate use of PPE, cough etiquette, hand hygiene, physical distancing and rules of the visit.
- Professionally handles incoming calls/emails/bookings/responds to arrange visitor appointments. Follows up and adjusts arrangements as needed.
- Answers questions or directs them to the proper person for resolution.
- Ensures visitors and others are wearing appropriate masks and other PPE needed for being on site.
- Porters residents to and from designated areas inside and outside the home
- Escorts visitors to and from designated areas as appropriate.
- Maintains all applicable documentation, including updating visitor list.
- Disinfects all screening tools and other equipment used, including pen, thermometer and laminated education materials, table and other high touch surfaces.
- May screen others coming into the facility as needed.
- Maintains premises and performs cleaning of applicable areas.
- Attends training and required meetings
- Performs other duties as assigned.
- Ensure that Resident personal clothing that requires labeling is placed in a clear bag and sent to the laundry. Attach a Resident label to the bag.
- Stock needed clerical supplies and forms in designated areas.
- Other assigned duties.



**QUALIFICATIONS AND EDUCATION:**

- High School graduation or equivalent. Some customer service work experience. Experience working with seniors preferred.
- Must be an individual who enjoys working in a fast-paced setting
- Good verbal and written communication skills are essential
- Must be able to maintain a high degree of accuracy under stress
- Must have excellent time management skills and the ability to meet deadlines

**Working conditions and Physical Environment:**

- Works in clean, well lighted, heated and air-conditioned area
- Exposure to unpleasant sights and smells. A moderately low risk for exposure to infectious diseases.
- Meal and coffee breaks may be delayed and interrupted at times.

**Physical Demands:**

- May be required to sit for a long period of time.
- Normal speech, vision, hearing are necessary
- Must be physically able to lift up to 25 lbs.
- Sitting 70%, Standing 5%, Walking 20%

**Other:**

- Demonstrates an awareness of accident and injury prevention
- Adheres to safe work practices and procedures
- Promotes and fosters our workplace Health and Safety Program for a safe environment for co-workers, Residents, families, Visitors and volunteers
- Responsible for maintaining self-wellness and reduced absenteeism
- Promotes, encourages and demonstrates excellent customer relations and consistently shows courtesy, caring, understanding, compassion and respect for Residents, Families, Visitors, co-workers and Volunteers

**HEALTH AND SAFETY RESPONSIBILITIES:**

- Responsible to read, understand and comply with PPSL's and provincially-mandated Occupational Health and Safety policies and safe work practices.
- Involved in all aspects of the Health and Safety Program including:
  - Uses safe work procedures,
  - Promotes health and safety policy and awareness,
  - Makes safety suggestions.
  - Reads OHS minutes posted.
- Responsible to take every reasonable precaution to protect the safety of Residents, self, other workers and the general public.
- Reports any near miss, injury, and accident or equipment damage to supervisor immediately and completes required reports.
- Corrects and/or reports unsafe conditions.
- Sets a good example.



**Health and Safety Risks:**

- Physical: Strain on shoulder, neck and back
- Environmental: Draft, dust exposure
- Chemical: Cleaning Solutions
- Biological: Exposure to communicable diseases, i.e. colds, influenza, Covid-19

**SKILLS AND ABILITIES:**

- Ability to communicate fluently in English, both verbally and in writing.
- Demonstrated organizational, communication skills required
- Must be able to establish and maintain cooperation with all personnel and maintain harmonious relations with clients and families.
- Physical ability to carry out the duties of the position
- Must be able to work in many varied stressful situations
- Must be able to work independently and as part of a team
- Ability to operate related equipment.
- Must have a Criminal Records check completed.

**Physical Demands:**

The Greeter's position requires a significant amount of sitting, walking, reaching, bending, pushing, and standing. In an average day the employee spends 2 to 6 hours sitting. Lifts a maximum of 30 lbs. Must be able to manage stressful work situations with dexterity.

**Health and Safety Risks – Environment**

Physical: Strain on shoulder, neck and back.

Environmental: Draught, dust exposure, working alone situation.

Chemical: Equipment cleaners minimal

Biological: Exposure to communicable diseases (e.g. colds, influenza, GI issues)

Radiation: Minimal

**APPLY TO**

Devonshire Care Centre

1808 Rabbit Hill Road  
Edmonton, Alberta T6R 3H2

Phone: 780 665 8050 Fax: 780 665 8051

[www.parkplaceseniorsliving.com](http://www.parkplaceseniorsliving.com)  
[hrdcc@parkplaceseniorsliving.com](mailto:hrdcc@parkplaceseniorsliving.com)

**A CURRENT AND CLEAR CRIMINAL RECORDS CHECK IS REQUIRED FOR ALL NEW EMPLOYEES**