CASA ESPERANZA
NEW MEXICO'S HOUSE OF HOPE

JOB DESCRIPTION

TITLE: Family Care Team Member

CLASSIFICATION: Regular, full-time, non-exempt

SALARY: $15/Hr

HOW TO APPLY: Please email resume dmcbrayer@casanm.org

MINIMUM QUALIFICATIONS: High school graduate (or GED), experienced with customer or patient relations, cash handling, basic computer and clerical skills. Conversational Spanish ability required.

POSITION SCOPE:
This position operates in a fast paced setting with a strong focus on excellent and efficient customer service. The team member must be able to handle several tasks simultaneously and maintain a warm and compassionate demeanor. The expectation of this position is to provide guests with the services and facilities they request in a friendly, professional and prompt manner; prepare for and check in all guests on arrival; to efficiently and accurately complete all front desk procedures; work with donors and volunteers; and support outreach initiatives.

COMPETENCIES:

Guest Interaction

- Actively cultivate positive interaction with clients, regardless of client background, ethnicity, economic standing, etc., providing clients with assurances that their needs and concerns will be addressed promptly and within the established guidelines and procedures at Casa Esperanza.
- Actively seeks resolution for issues and concerns encountered by guests and works with fellow team members to provide effective solutions.
- Ensures that lodging costs are covered, ideally before the guest arrives, utilizing sources for third-party assistance on behalf of guests.
- Ensures that basic needs of guest families are met, providing resources for food, transportation, professional or lay support groups as needed.
- Ensures that rooms are appropriately "set up" and ready for occupancy.
- Checks in guests, completing all necessary forms and handling paperwork according to established procedures, and ensuring that all clients are made to feel welcomed, comfortable and safe.
- Conducts orientation tours with guests, taking as much time as needed to patiently explain house procedures, policies, and services.
- Conducts guest check-outs, completing room inspections, assisting with any transportation needs and lingering third party billing problems, etc.
- Responds to referral requests for lodging from participating hospitals and approved agencies.
- Maintains cooperative communication with social workers, discharge planners, nurses and other referring agencies to ensure responsiveness to family or agency needs.

- Meets informally with guests and provides a non-directive, non-judgmental opportunity for guests to discuss concerns, fears, etc. Offers no unauthorized solutions, guidance, criticism or direction – whether medical, spiritual, political, legal or other – in response to guests' concerns.
- Maintains a discreet and professional relationship with all guests, staff and volunteers, respecting the privacy of the individual and the confidentiality of all personal and agency information, and in complete accordance with the policies as outlined in the Employee Handbook.

Clerical

- Uses front-desk computer to manage guest records and produce daily occupancy reports.
- Follow up all check-ins/check-outs to ensure that forms are complete and accurate and that all corresponding paperwork is in order.
- Answers phones and handles all calls and messages for guests or staff according to established procedures.
- Keeps guest bulletin board up to date and ensures all information is current and relevant.
- Provides filing, typing, research, data entry and other clerical support projects as time permits.
- Keeps office and front desk areas clean and uncluttered, as this area will be one of the first and more important impressions for guests.

General

- Exhibits positive, helpful and supportive behavior, and encourages same in staff and volunteers.
- Attends and participates in staff training, workshops, in-service and general meeting sessions as requested
- Maintains an open communication with supervisor regarding concerns, suggestions and needs for additional training.
- Other duties as assigned