

Role Profile

Common Points for All Roles

Specific role profiles have been developed for each role in Cork Simon Community which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon's values and practice including:

- Attend and be punctual when scheduled for attendance.
- Be flexible in providing cover in other community projects or departments when the need arises.
- Attend and participate in training.
- Attend and participate in team and Community meetings.
- Understand and observe health and safety standards and practices.
- Maintain good self-care and manage your time well.
- Adhere to boundaries, respect confidentiality etc.
- Maintain professional and ethical standards of practice.
- Be empathetic when dealing with people in personal crisis.
- Encourage Community members to participate in the Community.
- Understand the empowerment model and implement it.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.

Role Title: CE Receptionist

Location: Cork Simon Community's Administration Offices, Cove Street, Cork

Objective: To provide reception and other administrative support for Cork Simon Community's fundraising function as directed by the Fundraising Office Coordinator.

Reception:

- Act as first point of contact for telephone, email and personal enquiries from the general public, donors, supporters, staff and volunteers
- Receive donations and issue receipts as appropriate
- Present a professional image of Cork Simon Community
- Deal with queries in a timely and appropriate manner

Administration

- Sort incoming post and organise delivery to Cork Simon projects through internal post
- Open Fundraising post¹ and enter cash donations into Cash Book
- Frank outgoing post and take to post box as required
- Carry out typing, filing, photocopying etc
- Order office supplies and equipment and prepare purchase documentation for Accounts department

¹ Post is opened by two staff members at all times

- Liaise with CJM Furniture re donations of second-hand furniture
- Liaise with Van Team to organise van deliveries and collections
- Carry out other office duties as required
- Maintain records
- Carry out other tasks as directed in keeping with the role and membership of the Fundraising Team

Meetings and Events:

- Assist with circulation of minutes and other materials
- Organise refreshments for meetings / events as required
- Assist in co-ordination of meetings / events

C.E. Programme

- Co-operate with, and accept the direction of the CE Supervisor on all matters relating to the CE Programme.
- Adhere to all CE regulations outlined by DSP.
- Meet with DSP officers as required.

Learning & Development

- Participate in the quarterly review process and the implementation of the Individual Learning Plan (ILP) as agreed with the CE Supervisor
- Participate in all priority training and follow up refresher courses
- Participate in all other training opportunities as agreed with the CE Supervisor
- Participate in external work placements as per CE requirements

Health & Safety

- Comply with Cork Simon workplace health & safety policies
- Comply with regulations regarding safe practices and the use of safety equipment
- Comply with no smoking rules, use of protective clothing, glasses, gloves, footwear etc. where deemed necessary by Cork Simon Community.
- Participate in courses pertaining to health & safety and manual handling
- Participate in regular fire drills and be fully aware of evacuation plans, positioning of fire-fighting equipment, etc.

Team Work:

- Work as part of the Fundraising Team and Community Employment Team
- Attend & participate in Fundraising Team meetings
- Work with and support Fundraising Volunteers

Key Performance Indicators:

- Flexibility
- Ability to multitask and manage time and workload
- Interpersonal and communication skills
- Organisational and administrative skills
- Ability to work on own initiative
- Problem solving skills
- Ability to cope with demanding and fluctuating workload
- Effective teamwork
- Punctuality

- Timeliness, accuracy & quality of work produced
- Confidentiality and discretion
- Implementation of agreed Individual Learning Plan

Skills Required:

- Interpersonal and communication skills
- Problem-solving and decision-making abilities
- Computer skills
- Flexibility and ability to adapt to different working environments
- Team working skills
- Ability to multitask
- Organisational and administrative skills
- Ability to cope with demanding and fluctuating workload
- Ability to work under pressure
- Cash handling skills

Supervisors

- Fundraising Assistant (Operational matters)
- CE Supervisor (CE Programme & Training)

PERSONAL SPECIFICATION *CE Receptionist*

Specification	Essential	Desirable
Knowledge	<input type="checkbox"/> Computer / Keyboard	
		<input type="checkbox"/> Spreadsheets
		<input type="checkbox"/> Databases & Mail Merge
		<input type="checkbox"/> Community Sector
Skills	<input type="checkbox"/> Organisational Skills	<input type="checkbox"/> Administrative Skills
	<input type="checkbox"/> Excellent Communication and Interpersonal Skills	
	<input type="checkbox"/> Telephone Skills	
		<input type="checkbox"/> Good Numeracy and Literacy Skills
		<input type="checkbox"/> Problem solving & decision making
		<input type="checkbox"/> Cash Handling
	<input type="checkbox"/> Ability to multitask	
	<input type="checkbox"/> Computer skills - including Microsoft Office and email	
Ability	<input type="checkbox"/> Prioritising Workload	
	<input type="checkbox"/> To work under pressure	
	<input type="checkbox"/> To cope with demanding workload	
	<input type="checkbox"/> Work on own initiative	
	<input type="checkbox"/> Flexibility	
	<input type="checkbox"/> Team work	
	<input type="checkbox"/> Work to deadlines	
	<input type="checkbox"/> Dealing with queries	
	<input type="checkbox"/> To adapt to different working environments	
	<input type="checkbox"/> Maintain tidy working environment	
Experience		<input type="checkbox"/> Administration / general office
Qualifications		<input type="checkbox"/> Leaving Certificate / FETAC Level 5 or equivalent

COMMUNITY EMPLOYMENT INFORMATION

Community Employment is an employment programme which helps long-term unemployed people to re-enter the active workforce by breaking their experience of unemployment through a return to work routine. The programme helps to enhance and develop both technical and personal skills which can then be used in the workplace.

To participate in the Department of Social Protection (DSP) Community Employment programme, you must:

- Register at your local [Employment Services Office](#);
- Meet certain [Eligibility Criteria](#).

Eligibility criteria	The criteria for participating in Community Employment are based on age and length of time in receipt of various social welfare payments. In general, you must be 21 or over and receiving a social welfare payment for 1 year or more. People in receipt of disability-related social welfare payments for 6 months or more and certain groups such as travellers and refugees are eligible for CE from age 18. Participation is limited to 12 months in most cases but further periods are possible and are again dependent on age and the amount of time spent in receipt of a social welfare payment. Please see the DSP website for full information on eligibility and participation in CE www.welfare.ie/en/Pages/Community-Employment-Programme-.aspx or contact your Local Employment Services Office.
JOB TITLE	C.E. Receptionist
LOCATION	Cork Simon Community's Administration Offices, Cove Street, Cork.
NUMBER OF HOURS PER WEEK	19.5 hours per week.
HOURS / DAYS PER WEEK	Working hours are afternoons, 1pm - 5pm, Monday to Thursday and 1pm - 4.30pm on Friday. Working hours are subject to change.
PAY	To participate in CE you have to give up your social welfare payment, however, participants will retain the same level of income they had on social welfare plus a €22.50 top-up, or a minimum personal rate of €215.50 per week, whichever is the higher of the two. The personal rate applies to a person not currently receiving an adult or child dependent payment from social welfare.
SECONDARY BENEFITS	Participants may retain some secondary benefits, e.g. medical card, fuel allowance. A CE applicant who needs childcare in order to take up a place on CE is eligible to apply for a subsidized CE childcare place. For further details in relation to how CE childcare places are managed please contact Local Employment Services office or click here .
HOLIDAYS	81 hours per 12 month contract