

# Job Description:

## Client Care Coordinator



General role information				
ROLES	Job Title:	Client Care Coordinator	Senior Client Care Coordinator	Lead Client Care Coordinator
	Salary Band:	11	12	13
	Minimum Notice period:	4 Weeks	8 Weeks	8 Weeks

LOCATION & TEAMS	Team:	Treatment Centre Operations	Contraception Services	Client Contact Centre (One Call)
	Location:	Treatment Centres	Bristol Support Office	Hybrid – Home & Bristol Call Centre
	Reporting to:	Operations Manager	Operations Manager	Team Manager
	Client facing role?	Face to Face, telephone & online	Telephone & online	Telephone & online

CONTRACT INFORMATION	Budget Responsibility?	None
	Direct Reports?	No
	Contract type?	Permanent
	Key stakeholders – internal?	Yes
	Key stakeholders – external?	Yes

### About MSI Reproductive Choices UK

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

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Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 36 countries globally.

As one of the world’s leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that right for them. That is what we mean by client-centred care.

At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.

### The department/team

Team	Treatment Centre Operations	Contraception Services	Client Contact Centre (One Call)
Head of Function	UK Head of Operations	UK Head of Operations	Director of One Call
Senior Manager	UK Deputy Head of Operations	Head of Contraception Services	Senior Operations Manager
Line Manager	Operations Manager <small>(Deputy Operations Manager in Selected Locations)</small>	Operations Manager	Team Manager
This Role	Lead Client Care Coordinator Senior Client Care Coordinator Client Care Coordinator		

### The role

Our Client Care Coordinators are responsible for supporting our clients in a caring, compassionate way through various stages of their treatment. Depending on which team you are part of this could be at the very start of their Treatment Pathway via the telephone or an online platform, or when one of our clients walks through the front door of one of our Treatment Centres.

The Client Care Coordinator is a vital role in our organisation so that we can deliver the best first impressions, accurate tailored support and information, and treatment in the swiftest time possible for all our clients.

### Role summary

1	Client Communication	<input type="checkbox"/> Provide clear, accurate, timely, appropriate interactions.	<input type="checkbox"/> Deliver an outstanding first Impression.	<input type="checkbox"/> Act with confidentiality & discretion etc
2	Client Administration	<input type="checkbox"/> Input and maintain Client documentation.	<input type="checkbox"/> Adhered Information Governance Policy	<input type="checkbox"/> Ensure accuracy of Data.
3	Client Safety	<input type="checkbox"/> Keep to up to date with Mandatory Training, SOP & Policy Changes	<input type="checkbox"/> Be aware of individual responsibilities regarding Safeguarding & IPC	<input type="checkbox"/> Provide safety information and assurance to our clients throughout their pathway.

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4	Client Experience		<input type="checkbox"/> Resolve non-escalated complaints	<input type="checkbox"/> Look for and communicate to colleagues' ways to continually improve client experience	<input type="checkbox"/> Ensure the environment you work in is appropriate for the best client experience.
5	Organisational Sustainability	People	<input type="checkbox"/> Seek from & give feedback to colleagues	<input type="checkbox"/> Participate in Team Communication Meetings.	<input type="checkbox"/> Support colleagues if they're struggling
		Patient Demand	<input type="checkbox"/> Client Flow in Clinic / list management	<input type="checkbox"/> Bookings (accurate, appropriate, timely)	<input type="checkbox"/> Diary Optimisation
		Surplus Generation	<input type="checkbox"/> Manage resources to avoid unnecessary costs.	<input type="checkbox"/> Promote additional services	<input type="checkbox"/> Take an active interest in the impact the organisation is having on our clients both in the UK & Worldwide

### Key Responsibilities

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### Client Communication

- a) Provide clear, appropriate, accurate and timely interactions with clients at all times.
- b) Deliver an outstanding first impression for all our clients.
- c) Act with sensitivity, discretion, and confidentiality in all circumstances.

### 2) Client Administration

- a) Input and maintain all data and documentation as you encounter clients.
- b) Be aware and always adhere to MSI UK Information Governance policies.
- c) Ensure the data you are responsible for is as accurate as possible, escalating any concerns when identified.

### 3) Client Safety

- a) Keep up to date with mandatory training, Standard Operating Procedures, and policy changes to ensure our clients are receiving the most up to date, accurate information, and advice.
- b) Be aware and act upon on your individual responsibilities in Health & Safety at Work, Safeguarding and Infection Prevention and Control, ensuring you are doing everything you can to protect your clients and colleagues.
- c) Provide all relevant safety and care information to our clients at the appropriate time.

### 4) Client Experience

- a) Take ownership to resolve non-escalated client complaints and queries.
- b) Look for and communicate to colleagues' ways to continually improve client experience.
- c) Ensure the environment you work in is appropriate for the best client experience.

### 5) Organisational Sustainability

#### a) Work as part of One Team

- i) Seek from feedback from Colleagues on the impact you have on the team and clients interactions.
- ii) Actively participate in team communication meetings
- iii) Support colleagues if they are struggling with an issue or concern.

#### b) Service our Client Demand

- i) Appropriately manage client flow, including smooth delivery of a client "list" and managing clients' expectations appropriately.
- ii) Make bookings in an accurate, appropriate, and timely way.
- iii) Look to maximise the use of available slots, flagging any concerns around availability of services.

#### c) Contribute to the generation of a Surplus

- i) Manage stock, supplies or general resources in a way that avoids any unnecessary costs
- ii) Promote any appropriate services that may generate additional income such as STI testing or Contraception
- iii) Take an active interest in the impact the organisation is having on our clients, both in the UK & Worldwide

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

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Please read this document in conjunction with the Person Specification for the role.

### Competency Grid

TREATMENT CENTRES & CONTRACEPTION SERVICES		<u>Client Care Coordinator</u>	<u>Senior Client Care Coordinator</u>	<u>Lead Client Care Coordinator</u>	
Client Communication		Incoming Client Channels & Consultations			
Client Administration		Maxims	IG Lead Responsibilities	CMP, LSIP & Audits	
Client Safety		Chaperone	Client Observations	H&S Lead	
Client Experience		Non-Escalated Complaint resolution	Complaint Management	Datix & Investigations	
Org Sustainability	People	Minute Taking	New Starter Buddy	Scheduling	
	Client Demand	Client Flow	Online Bookings	Capacity Management	
	Surplus Generation	Stock & Supplies Management	PO Ordering & Invoices	-	
CLIENT CONTACT CENTRE (ONE CALL)		<u>Client Care Coordinator</u>			<u>Senior Client Care Coordinators</u>
Competency		Inbound Client Care & Outbound Treatment Booking	Web Chat / Online Booking Forms	Outbound Consultations	Inbound Outbound Webchat
Client Communication		Signposting & General Enquires  Assessing Client needs	Signposting of websites & resources. Canned Responses Offline Chats - Email	Assessing appropriate Treatment	
Client Administration		System Knowledge  Setting up Records	System Knowledge  Closing chats & labels	System Knowledge  Capturing & documenting medical history	Quality Audits
Client Safety		Safeguarding.  Aftercare documentation & assessment.	Safeguarding	Safeguarding  Referrals	Colleague assistance line
Client Experience		Client Experience	Escalations & Callbacks  Client Experience	Client Experience	Complaint Escalation Coaching colleagues.
Org Sustainability	People				Role model (Giving feedback, embracing chance, find solutions)
	Client Demand	Booking, changing & cancelling appointments	Inbox Management	Booking, changing & cancelling appointments	
	Surplus Generation	Contract Knowledge  DPA Process Awareness	Online Booking Eligibility		

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Signature	
By signing below, you indicate that you have read and agree to this job description.	
Full name:	
Signature:	
Date:	

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