

General role information	
Job Title:	Lead Client Care Coordinator
Reporting to:	Operations Manager
Salary Band:	13
Notice period:	4 Weeks
Budget Responsibility?	None
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>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 37 countries globally.</p> <p>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 are right for them. That is what we mean by client-centred care.</p> <p>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.</p>	
The department/team	
Team	Client Care Coordinators

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 [Resourcinguk@MSIChoices.org](mailto:Resourcinguk@MSIChoices.org)

<b>Head of Function</b>	Head of Operations
<b>Line Manager</b>	Operations Manager
<b>This Role</b>	Lead Client Care Coordinator

The role

Reporting into the Operations Manager, the Lead Client Care Coordinator will be responsible for providing leadership to a team of Client Care Coordinators to ensure a consistent, safe, and sustainable service is delivered.

Our Client Care Coordinators are responsible for supporting our clients in a caring, compassionate way through various stages of their treatment, when one of our clients walks through the front door 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.

This is a varied and busy role that requires a confident and experienced individual who possess excellent communication and leadership skills to support our clients and colleagues alike.

Role summary

1	Client Communication	<ul style="list-style-type: none"><li>Provide clear, accurate, timely, appropriate interactions.</li></ul>	<ul style="list-style-type: none"><li>Deliver an outstanding first Impression.</li></ul>	<ul style="list-style-type: none"><li>Act with confidentiality&amp; discretion etc</li></ul>	
2	Client Administration	<ul style="list-style-type: none"><li>Input and maintain Client documentation.</li></ul>	<ul style="list-style-type: none"><li>Adhered Information Governance Policy</li></ul>	<ul style="list-style-type: none"><li>Ensure accuracy of Data.</li></ul>	
3	Client Safety	<ul style="list-style-type: none"><li>Keep to up to date with Mandatory Training, SOP &amp; Policy Changes</li></ul>	<ul style="list-style-type: none"><li>Be aware of individual responsibilities regarding Safeguarding &amp; IPC</li></ul>	<ul style="list-style-type: none"><li>Provide safety information and assurance to our clients throughout their pathway.</li></ul>	
4	Client Experience	<ul style="list-style-type: none"><li>Resolve non-escalated complaints</li></ul>	<ul style="list-style-type: none"><li>Look for and communicate to colleagues' ways to continually improve client experience</li></ul>	<ul style="list-style-type: none"><li>Ensure the environment you work in is appropriate for the best client experience.</li></ul>	
5	Colleague Experience	Management	<ul style="list-style-type: none"><li>Line Manage Client Care Coordinators</li></ul>	<ul style="list-style-type: none"><li>Undertake regular one to one reviews, appraisals, and staff meetings, actively promoting and using the HWAID framework</li></ul>	<ul style="list-style-type: none"><li>Complete quality assurance checks, focusing on the continuous development of our colleagues' performance.</li></ul>
		Leadership	<ul style="list-style-type: none"><li>Motivate the team to achieve Team/organisational goals</li></ul>	<ul style="list-style-type: none"><li>Empower colleagues to drive forward continuous improvement</li></ul>	<ul style="list-style-type: none"><li>Collaborate with internal and external stakeholders</li></ul>

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

[Resourcinguk@MSIChoices.org](mailto:Resourcinguk@MSIChoices.org)

6	Organisational Sustainability	People	<ul style="list-style-type: none"> <li>Seek from &amp; give feedback to colleagues</li> </ul>	<ul style="list-style-type: none"> <li>Participate in Team Communication Meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Support colleagues if they're struggling</li> </ul>
		Patient Demand	<ul style="list-style-type: none"> <li>Client Flow in Clinic / list management</li> </ul>	<ul style="list-style-type: none"> <li>Bookings (accurate, appropriate, timely)</li> </ul>	<ul style="list-style-type: none"> <li>Diary Optimisation</li> </ul>
		Surplus Generation	<ul style="list-style-type: none"> <li>Manage resources to avoid unnecessary costs.</li> </ul>	<ul style="list-style-type: none"> <li>Promote additional services</li> </ul>	<ul style="list-style-type: none"> <li>Take an active interest in the impact the organisation is having on our clients both in the UK &amp; Worldwide</li> </ul>

## Key Responsibilities

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 [Resourcinguk@MSIChoices.org](mailto:Resourcinguk@MSIChoices.org)

60% of working time will be focused on 5 & 6, with the remaining 40% focused on 1,2,3 & 4.

**1) 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) Colleague**

**Experience**

**Management**

- a) Line Manage a team of Client Care Coordinators, including
  - I. Setting of practical objectives and regular performance updates
  - II. Proactive management of the employee lifecycle i.e., recruitment, induction, absence management, family friendly leave, employee relations, performance management, development plans and leavers.
- b) Facilitate clear and regular communication with all team members to ensure they are aware of and recognise:
  - I. Organisation priorities and focuses
  - II. Progress and performance
  - III. Individual and team successes along with organisation achievements
- c) Actively participate in departmental performance and assurance review meetings.
- d) Complete quality audits for all colleagues within the team, providing timely feedback to facilitate the continuous development of all colleagues.
  - I. Identify and resolve specific performance concerns, developing robust action plans, setting SMART objectives to encourage the development of consistent delivery of our services across all platforms.

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

[Resourcinguk@MSIChoices.org](mailto:Resourcinguk@MSIChoices.org)

## **Leadership**

- a) Collaborate with the Senior Operations Management Team and Team Managers to produce, communicate and implement a clear plan for the Client Care Coordinator Teams, which includes short-, medium- & long-term goals and aspirations.
- b) Nurture a culture of continuous improvement within the team.
  - I. Effectively use the correct data to inform decisions, engaging colleagues where possible.
  - II. Motivate colleagues to be responsive to changes to achieve organisational goals.
- c) Build a reputation of being a visible and engaging member of the Management Team.
- d) Build relationships with internal and external stakeholders to work collaboratively to achieve objectives.

## **6) Organisational Sustainability**

- a) Work as part of One Team
  - i) Seek 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.

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

## **Signature**

By signing below, you indicate that you have read and agree to this job description.

**Full name:**

**Signature:**

**Date:**

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

[Resourcinguk@MSIChoices.org](mailto:Resourcinguk@MSIChoices.org)