| 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

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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 or profits towards creating a positive social change across 36 countries globally.

As one of the world's leading providers of sexual and productive 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 (Deputy Operations Manager in Selected Locations) | Operations Manager | Team Manager |
| This Role | Lead Client Care Coordinator<br>Senior Client Care Coordinator<br>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 | Provide clear, accurate, timely, appropriate interactions. | Deliver an outstanding first Impression. | Act with confidentiality& discretion etc |
| 2 | Client Administration | Input and maintain Client documentation. | Adhered Information Governance Policy | Ensure accuracy of Data. |
| 3 | Client Safety | Keep to up to date with Mandatory Training, SOP & Policy Changes | Be aware of individual responsibilities regarding Safeguarding & IPC | Provide safety information and assurance to our clients throughout their pathway. |

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| | | | | | |
|---|---|---|---|---|---|
| 4 | Client Experience | | Resolve non-escalated complaints | Look for and communicate to colleagues' ways to continually improve client experience | Ensure the environment you work in is appropriate for the best client experience. |
| 5 | Organisational Sustainability | People | Seek from & give feedback to colleagues | Participate in Team Communication Meetings. | Support colleagues if they're struggling |
| | | Patient Demand | Client Flow in Clinic / list management | Bookings (accurate, appropriate, timely) | Diary Optimisation |
| | | Surplus Generation | Manage resources to avoid unnecessary costs. | Promote additional services | 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.

1) 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.

2) 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.

3) 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.

4) 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 | | Client Care Coordinator | Senior Client Care Coordinator | Lead Client Care Coordinator |
|---|---|---|---|---|
| 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) | | Client Care Coordinator | | | Senior Client Care Coordinators |
|---|---|---|---|---|---|
| Competency | | Inbound Client Care & Outbound Treatment Booking | Web Chat / Online Booking Forms | Outbound Consultations | Inbound<br>Outbound<br>Webchat |
| Client Communication | | Signposting & General Enquires<br><br>Assessing Client needs | Signposting of websites & resources.<br>Canned Responses<br>Offline Chats - Email | Assessing appropriate Treatment | |
| Client Administration | | System Knowledge<br><br>Setting up Records | System Knowledge<br><br>Closing chats & labels | System Knowledge<br><br>Capturing & documenting medical history | Quality Audits |
| Client Safety | | Safeguarding.<br><br>Aftercare documentation & assessment. | Safeguarding | Safeguarding<br><br>Referrals | Colleague assistance line |
| Client Experience | | Client Experience | Escalations & Callbacks<br><br>Client Experience | Client Experience | Complaint Escalation Coaching colleagues. |
| Org Sustainability | People | | | | Role model<br>(Giving feedback, embracing chance, find solutions) |
| | Client Demand | Booking, changing & cancelling appointments | Inbox Management | Booking, changing & cancelling appointments | |
| | Surplus Generation | Contract Knowledge<br><br>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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