

# Job Description:

## Client Care Coordinator

| General role information   |                                 |
|--|---------------------------------|
| Job Title:   | Client Care Coordinator         |
| Reporting to:  | Team Manager                    |
| Salary Band:   | 11                              |
| Notice period:   | 4 weeks                         |
| Budget Responsibility?   | None                            |
| Contract type?   | Permanent                       |
| Direct Reports?  | No                              |
| 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 Contact Centre (One Call |
| Head of Function   | Director of One Call            |
| Senior Manager   | Senior Operations Manager       |
| Line Manager   | Team Manager                    |

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|   |                               |                         |  |   |  |
|---|-------------------------------|-------------------------|--|---|--|
| This Role   |                               | Client Care Coordinator |  |   |  |
| The role  |                               |                         |  |   |  |
| <p>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.</p> <p>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.</p>                     |                               |                         |  |   |  |
| 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   | 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  |                               |                         |  |   |  |
| <p>1) <u>Client Communication</u></p> <p>a) Provide clear, appropriate, accurate and timely interactions with clients at all times.<br/>b) Deliver an outstanding first impression for all our clients.<br/>c) Act with sensitivity, discretion, and confidentiality in all circumstances.</p> <p>2) <u>Client Administration</u></p> <p>a) Input and maintain all data and documentation as you encounter clients.<br/>b) Be aware and always adhere to MSI UK Information Governance policies.<br/>c) Ensure the data you are responsible for is as accurate as possible, escalating any concerns when identified.</p> <p>3) <u>Client Safety</u></p> |                               |                         |  |   |  |

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- 4) 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.
- 5) 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.
- 6) Provide all relevant safety and care information to our clients at the appropriate time.

### 7) 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.

### 8) 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 MSI service provisions

- i) Manage stock, supplies or general resources in a way that avoids any unnecessary delays for our clients
- ii) Promote any appropriate services that may enhance the care provided to our clients such as ST 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.

## Competency Grid

| CLIENT CONTACT CENTRE (ONE CALL) | <u>Client Care Coordinator</u>                   |                                      |                                 |
|----------------------------------|--|--------------------------------------|---------------------------------|
| Competency                       | Inbound Client Care & Outbound Treatment Booking | Web Chat / Online Booking Forms      | Outbound Consultations          |
| Client Communication             | Signposting & General Enquires                   | Signposting of websites & resources. | Assessing appropriate Treatment |

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|--|--|--|---|--|
|  |  | Assessing Client needs   | Canned Responses<br>Offline Chats - Email         |  |
| Client Administration  |  | System Knowledge<br>Setting up Records                           | System Knowledge<br>Closing chats & labels        | System Knowledge<br>Capturing & documenting<br>medical history |
| Client Safety  |  | Safeguarding.<br><br>Aftercare<br>documentation &<br>assessment. | Safeguarding                                      | Safeguarding<br><br>Referrals                                  |
| Client Experience  |  | Client Experience  | Escalations & Call-backs<br><br>Client Experience | Client Experience  |
| Org<br>Sustainability  | People   | Seek from & give<br>feedback to<br>colleagues                    | Participate in Team<br>Communication Meetings     | Support colleagues if they're<br>struggling                    |
|  | Client<br>Demand                                 | Booking, changing<br>& cancelling<br>appointments                | Inbox Management                                  | Booking, changing &<br>cancelling appointments                 |
|  | Contribute to<br>MSI financial<br>sustainability | Contract Knowledge<br><br>DPA Process<br>Awareness               | Online Booking Eligibility                        |  |
| <b>Signature</b>   |  |  |   |  |
| By signing below, you indicate that you have read and agree to this job description. |  |  |   |  |
| <b>Full name:</b>  |  |  |   |  |
| <b>Signature:</b>  |  |  |   |  |
| <b>Date:</b>   |  |  |   |  |

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