

# Right Care Team Manager



## Job Framework

Job Title	Right Care Team Manager	Cost Centre	21000
Location	MSI One Call, Zeta House	No. of Direct Reports	15
Reporting to	Business Performance Manage	Budget Responsibilities (Y/N)	N

## The Function

MSI Reproductive Choices is a reproductive health charity, best known for its abortion services which help 70,000 women a year. Our network of welcoming clinics and local community services, together with a 24-hour confidential helpline, provide high quality, safe, accessible and compassionate advice, care and support for the women and men who need us. 95% of our services are commissioned by the NHS.

Our clinic network is growing as part of our strategy to be the charity of choice for the women and men who turn to us for help. Our influence is growing too, as we work to increase public and political understanding of the issues women and men face in making reproductive choices.

We're proud to be champions for reproductive choice, and we work hard every day to make a reality of women's rights to decide whether and when to have children.

## The Role

The Right Care team is a multi-disciplinary team, that collectively addresses the complex needs of our clients that may arise during their journey with MSI UK, the team liaise with both internal and external agencies, to ensure every individual accessing our services get the necessary support and guidance.

The team provide enhanced care to our clients who are suffering with pre-existing medical conditions, foetal anomalies, mental health problems and safeguarding concerns, pre-and post-treatment. Our Right Care Advisors are trained to assess complex situations and work to minimise avoidable delays for both medical and surgical abortions.

As Right Care Team Manager, you will be responsible for the operational running of the team, actively engaging and motivating all colleagues to deliver and exceed core objectives while keeping the client at the Centre of every interaction and task undertaken.

You will be an active member of the management team within One Call, acting as an escalation point for any complex queries that will require management oversight for the entire MSI UK. You will have complete understanding of the team's workload and progress, providing insights through reports and presentations to the senior management team when required.

You will be innovative and drive forward quality and client centred care with a focus on delivering and maintaining excellence at all times.

As Team Manager you will need to be an effective leader of change, with a resilient and determined attitude to overcome barriers and push boundaries to ensure service excellence.

## Key Responsibilities

- Coach and assist colleagues in reaching and exceeding the standards of performance through thorough and effective auditing
- Improve service provision, creating service excellence for all service users
- Monitor standards and objectives including KPI's, audit results and service requirements
- Act as an escalation route for complaints or concerns raised for clients or centres, seeking solutions in an efficient and effective manner
- Follow correct incident/complaint management procedures and guidelines, escalating where necessary, ensuring all necessary incidents and complaints are recorded on Datix
- Assist in the recruitment, selection and induction of new colleagues
- Be an effective communicator with colleagues and service users, encouraging reflection, open discussion and transparency
- Ensure appropriate training is organised, up to date and implemented for all Right Care colleagues
- Be an effective driver and leader of change
- Implement policy and procedural changes within the team as required
- Undertake regular one to one reviews, appraisals and staff meetings, actively promoting and using the HWAID framework
- Carry out return to works, monitor and track colleague's absence making decisions on any formal actions based on policy and circumstances
- Ensure colleagues are updated regularly regarding changes to policy/procedures or new business including regular team meetings
- Work closely with the One Call Management Team
- Support and effectively liaise with all MSI UK centres to ensure good working relationship with the Right Care Team, being a brand ambassador for the Right Care department
- Attend and actively partake in weekly management meetings
- Any other reasonable duties as requested by the Contact Centre Manager and or the Director of One Call and Bristol Centre

## Experience

- Experience of working in a management role
- Experience of hands on management, preferably customer focused within a high-level telephone contact centre
- Experience of change management
- Experience and confidence of using DATIX platform (Desirable)
- Experience in creating reports on data systems and disseminating in a way that improves performance
- Experience in presenting to a variety of audiences

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- Experience in call monitoring and feeding back to team

## Qualifications and Training

- GSCE maths and English
- Computer skills- windows excel is essential
- NVQ in administration or similar course (Desirable)

## Personal Attributes

- Motivated
- Enjoys working in a hand on manner
- Influential and persuasive
- Team player (essential)
- Calm under pressure (essential)
- Highly IT-literate; comfortable using Microsoft Word and Outlook and Excel (essential)
- Excellent attention to detail (essential)
- Confident and able to use own initiative (essential)
- Organised – able to meet multiple or conflicting demands (essential)
- Proven ability to work in a multidisciplinary team, across organisational levels and departments (desirable)
- Flexible, reliable, responsible
- Positive and supporting of organisational change
- Motivated by a desire to provide a professional service and to build a successful, efficient and committed team using effective systems
- Willing to continue professional development and to develop the role
- Willing to undergo training/coaching in line with organisational philosophy
- Pro-choice on abortion (essential)
- Uphold and actively demonstrate behaviours that align with organisational values and behaviours