

Job Description:

Right Care Advisor

General role information	
Job Title:	Right Care Advisor
Reporting to:	Team Manager
Salary Band:	11
Notice period:	
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	No
Patient facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
At MSI Reproductive Choices we are unapologetically pro-choice. We believe that every woman has the right to make choices about her own body and her own future. As one of the world's leading providers of contraception and safe abortion care, we give women the means to do so. Our team members, working across 37 countries, provide high quality, safe services to women, when and where they need them. Because when a woman can determine her own future, she can contribute to creating a better, more sustainable future for everyone. MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.	
The department/team	
The Right Care Team is a central function within One Call, the team consists of 11 Right Care Advisors all reporting into the Team Manager.	
The role	
The Right Care Advisor will work collaboratively with all team Right Care members to support those patients with more complex medical or safeguarding needs to obtain treatment. The role is to process all clinical referrals obtained from Health Advisors and other areas of MSI UK following consultations where patients have a medical condition or safeguarding concern that could affect their suitability for treatment at MSI 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

Resourcinguk@MSIChoices.org

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You will liaise with Doctors, General Practitioners, the organisational named Safeguarding Nurse and Medical Professionals, to obtain patients medical histories to assess their ability to have treatment within MSI UK.

Through robust administration processes the Right Care Advisors' send onward referrals to acute hospitals where required.

Key Responsibilities

- Comply with Pre-Existing Conditions guidelines to ensure relevant medical history is obtained from patients, General Practitioner or Hospitals, also ensuring consent is confirmed with the patient.
- Process all clinical referrals obtained from Health Advisor team following consultations where patients have a medical condition that could affect their suitability for treatment at MSI UK. This will include both Termination of Pregnancy and Vasectomy procedures.
- Liaise with MSI Doctors, Anaesthetists and Clinical Practitioners for medical information required to support patient's suitability to have medical or surgical treatment at a MSI UK.
- Contact patients General Practitioner and / or other medical professional to obtain relevant medical information as requested by MSI UK Doctors or Anaesthetists.
- If a patient has absolute contraindication to treatment at MSI UK, inform patient of alternative pathway. Arrange appointment with an NHS provider or refer patient to their General Practitioner in accordance with CCG agreement.
- Maintain comprehensive records and update the patient record with relevant notes and agreed action with patients.
- Keep daily progress reports and record on InfoPath/database, escalating service level concerns and delays to the Team Manager.
- Report monthly results of patient referrals to Manager/Operational Management Team.
- Triaging cases where health or safeguarding complexities have been identified ensuring patients who have complexities or vulnerabilities are dealt with efficiently.
- Support team with telephone consultations or administration if appropriate.
- Any other reasonable duties as requested by your Manager/Operational Management Team.

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.

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Signature

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

Full name:

Signature:

Date: