

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

CONTRACT INFORMATION	Budget Responsibility?	Client Contact Centre (One Call)
	Direct Reports?	World – Home & Bristol Call Centre
	Contract type?	Team Manager
	Key stakeholders – internal?	Telephone & online
	Key stakeholders – external?	None
		No
		Permanent

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 Senior Client Care Coordinator Client Care Coordinator		
The role			

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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	<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

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