

Vasectomy Care Assistant Administrator

Job Framework

Job Title	Vasectomy Care Assistant (VCA)	Cost Centre	Various
Location	Vasectomy unit	No. of Direct Reports	n/a
Reporting to	Vasectomy Commissioning Team Leader	Budget	N
		Responsibility (Y/N)	

The Function

MSI Reproductive Choices (MSI) is a marketing focused, results oriented social enterprise. We develop efficient, effective and sustainable family planning programmes in the UK and overseas. The UK division provides services to men and women over 130,000 times a year.

The primary responsibility of this role is to further MSI's Goal: the prevention of unwanted births and its mission of ensuring the individual's right to: children by choice not chance.

The Role

Provide administration support to ensure the smooth operation of MSI Vasectomy satellite centres, ensuring an excellent client experience.

Key Responsibilities

- **Greet the client:** On the client's arrival at the centre the VCA should greet the client
- **Check client is on the Procedures List:** Confirm client's booked procedure time and whether client has completed a phone consultation and received information relating to his procedure and aftercare
- **Arrive client:** Ensure client is marked as arrived accurately showing time of arrival
- **Issue the pre-printed consent form:** Give the client a copy of the consent form to read through and ask client to take a seat in the waiting area
- **Coordination:** Be the main point of contact between the Administration function and the Clinical Team ensuring the list runs to time. Where there are delays, ensure the clients are made aware of this and, when agreed by all team members, reorder the list to minimise inconvenience to clients
- **Make up Sample Testing Bag:** Fill sample bags for each client for sample testing 16 weeks and 18 weeks after treatment
- **Client Recovery:** Greet client into the recovery area post procedure and serve refreshments as required. Ask client to complete the client questionnaire
- **Aftercare Information:** Relay aftercare advice from the aftercare script and ensure that client has the client information booklet to refer to at home. Issue sample testing bag
- **Administration:** Check that the consent form has been signed and witnessed by all parties. Collect client questionnaire. Complete and post individual GP discharge letters. Ensure that all documents and clinic paperwork is returned to the Vasectomy Department
- **Carry out stock check:** Check amount of stock left and complete stock sheet
- **Reporting:** Ensure any incidents are reported using the incident reporting process and any minor issues are relayed to the Admin Support Team
- **Adhoc:** Any other reasonable duties and adhoc projects as requested by your Manager

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Experience

- Organisational skills, and ability to organise workload to meet multiple or conflicting demands
- IT literate; familiar with Windows applications and Microsoft Office Packages
- Experience of providing administrative support (essential)
- Experience of working with the public
- Experience in a healthcare setting (desirable)
- Experience of working as part of a team

Qualifications and Training (essential/desirable)

- English and Maths – GCSE level or equivalent preferred
- NVQ in Administration (desirable)
- Good communication skills – both verbal and written – able to convey information in a clear, simple and warm manner
- Excellent customer service skills

Personal Attributes

- Pro-choice
- Positive attitude to private healthcare
- Motivated by a desire to provide a professional service and to support a successful, efficient and committed team utilising effective systems
- Willing to undergo training/coaching in line with organisational philosophy
- Calm under pressure
- Confident, able to use initiative
- Outgoing, friendly
- Flexible and reliable
- Excellent attention to detail
- Good time management

MSI Behaviours and Values

Team Member Behaviours

Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate
- You are courageous in challenging others and taking appropriate managed risks.

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Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective
- You manage your career development including keeping your knowledge and skills up to date.

Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team
- You articulate a vision of the future which inspires and excites others.

MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.