

# Job Description: Client Care Coordinator



General role information	
Job Title:	Client Care Coordinator
Reporting to:	Team Manager
Salary Band:	B
Notice period:	1 month
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	None
Client facing role?	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 (MSI 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> <p>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.</p> <p>We pride ourselves on having a Just and Learning culture and recognise that successes or mistakes are the product of many factors and our learning focuses on changing systems and processes to make it easier for people to do their jobs safely.</p>	

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The department/team					
<b>Team</b>	Client Contact Centre (One Call				
<b>Head of Function</b>	Director of One Call				
<b>Senior Manager</b>	Senior Operations Manager				
<b>Line Manager</b>	Team Manager				
<b>This Role</b>	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>

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## Key Responsibilities

### 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

- Seek from feedback from Colleagues on the impact you have on the team and clients' interactions.
- Actively participate in team communication meetings
- Support colleagues if they are struggling with an issue or concern.

#### b) Service our Client Demand

- Appropriately manage client flow, including smooth delivery of a client "list" and managing clients' expectations appropriately.
- Make bookings in an accurate, appropriate, and timely way.
- Look to maximise the use of available slots, flagging any concerns around availability of services.

#### c) Contribute to MSI service provisions

- Manage stock, supplies or general resources in a way that avoids any unnecessary delays for our clients
- Promote any appropriate services that may enhance the care provided to our clients such as ST testing or Contraception
- Take an active interest in the impact the organisation is having on our clients, both in the UK & Worldwide

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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
		Assessing Client needs	Canned Responses Offline Chats - Email	
Client Administration		System Knowledge Setting up Records	System Knowledge Closing chats & labels	System Knowledge Capturing & documenting medical history
Client Safety		Safeguarding. Aftercare documentation & assessment.	Safeguarding	Safeguarding Referrals
Client Experience		Client Experience	Escalations & Call-backs Client Experience	Client Experience
Org Sustainability	People	Seek from & give feedback to colleagues	Participate in Team Communication Meetings	Support colleagues if they're struggling
	Client Demand	Booking, changing & cancelling appointments	Inbox Management	Booking, changing & cancelling appointments
	Contribute to MSI financial sustainability	Contract Knowledge DPA Process Awareness	Online Booking Eligibility	

## Key Skills and Experience

To perform this role, it is **essential** that you have the following experience:

- Experience of working within a contact centre role either inbound or outbound
- Confident in the use of various computer systems
- Worked in a customer service environment, desirably in the health care industry over the telephone or face to face

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To perform this role, it is **essential** that you have the following skills:

- A high attention to detail with excellent organisational skills
- Excellent listening, communication and telephone skills

## Formal Education/qualification

- English Language and Mathematics to GCSE standard or equivalent

## Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

**For this role, we're looking for an individual who is:**

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

## Signature

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

**Full name:**

**Signature:**

**Date:**

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