



Job Description

Title: Healthcare Assistant

Reports to: Patient Services Manager

Based at: Remote Worker – Remotely – however must be able to travel as and when required to meetings and/or events

Job Purpose: To provide direct support to patients and support to all areas of the Charity Group

Working Hours: Monday – Thursday 09:00 – 17.30, Friday 09.00 – 17.00

Key Responsibilities:

- Responding to enquiries via telephone, email, online forums or social media with empathy, a listening ear, informative and supportive manner, whilst demonstrating confidentiality and sensitivity. Stay fully informed on the conditions and treatments associated with all three charities, ensuring the ability to respond to related inquiries becomes second nature
- Co-ordinate and action messages in the Patient services Mailbox and distribute messages accordingly to the wider team where needed
- Maintain that Patient services documentation is updated with clear and concise details
- Identifying gaps in patient information and assist in developing and proofreading relevant medically approved resources to reflect current guidelines, treatments, services and advances
- Frequently reviewing and assisting with update of content on Charity Websites and social media channels current and relevant Forums
- Supporting the organisation, promotion and delivery of all charity events including Patients Day, World Heart Rhythm Week, Global AF Aware Week, Know Your Pulse & Support Groups, Coffee mornings, Living with ...Series etc
- Build a central database of case studies / Patient Stories whether written or recorded
- Contribute content for the monthly e news and regular newsletters including patient stories, FAQ's and latest news and updates with resources to Patient Service Manager
- Propose titles and speakers for patient educational events and develop virtual educational videos
- Co-ordinate the day-to-day running of the Fundraising Service to include planning and organisation of the fundraising activities programme and deal with related telephone calls, emails, social media etc. Maintain effective communication with the fundraisers whilst adhering to GDPR



- Support Patient Services Manager with Administrative tasks/requests

Person specification:

- Full Driving Licence with access to a vehicle
- Healthcare knowledge advantageous but not essential
- Educated to GCSE level minimum
- Excellent verbal and written communication skills
- Excellent knowledge in Microsoft Suite of tools including Word, Excel and PowerPoint
- Excellent organisational skills, with the ability to prioritise and manage own workload
- Can undertake a wide variety of tasks and multi-task with ease
- Ability to work on own initiative as well as part of a team
- Excellent attention to detail and accuracy
- Professional, methodical and thorough approach to work with a Friendly and polite manner