

JOB DESCRIPTION

Client Coordinator

Introduction

This is a full-time, office-based role, in the centre of Hook in Hampshire and reports to the Clinical Operations Manager.

The role would ideally suit an experienced administrator who has a working knowledge of the healthcare sector, although knowledge of this industry would be an advantage it is not essential. The role is to primarily provide support to our senior OTs working as Client Managers, through overseeing a caseload of clients and managing incoming enquiries, to escalating complex enquiries or cases to a Client Manager when required.

The post holder will advise potential clients who are enquiring about our services. It is the responsibility of the Clinical Coordinator to discuss the options and ultimately convert the enquiry into a case, managing that case under the guidance of a Client Manager while it is active. The primary goal of the Clinical Coordinator is to make the client feel like they are in safe hands and give them total confidence and comfort in the knowledge that they are under our care.

The personal skills and temperament of the successful candidate will be of great importance. We pride ourselves on being a caring and friendly, but professional company. Nikki, the company founder has an extensive clinical background with a strong sense of ethics and a desire to help. We believe the growth and success of our business to date is directly attributable to ensuring these values, combined with expert knowledge, are at the core of everything we do. It is therefore essential that our Clinical Coordinator, as one of the primary point of contacts with our clients, is able to consistently uphold these values, and believe in them in the same way we do.

Applications & enquiries

Applicants should submit a CV and covering letter to wendy@theotpractice.co.uk or if you would like to discuss the role in more detail please call Wendy on 0330 024 9910.

Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice – even if it ends up being for free
- We are friendly & caring, but always remain professional
- We are socially responsible – if there is a better option for a prospective client then we say so
- We are a private practice and understand that generally our clients are looking for more than what statutory services provide and are willing to pay for that service
- We are driven and go the extra mile if that is what is needed to convert an enquiry or to keep a client happy.

Details of the role

The successful candidate will be responsible for the following core tasks:

- Overseeing a caseload of new enquiries and active client cases, with oversight and guidance from the Client Managers
- Handling incoming enquiries, mainly phone calls and website enquiries from across the UK and escalating where required to the relevant Client Managers
- Converting enquiries to active cases through offering sound advice and highlighting how OT may assist the client
- Resourcing & managing a case load of active therapy cases - including:
 - Assigning/finding therapists from within or sometime outside of our network
 - Discussing recommendations with the client
 - Managing the process, client and therapist
 - Enforcing agreed deadlines
 - Reviewing reports and treatment recommendations, escalating to the relevant Client Managers where required
- Client liaison with the following types of clients:
 - Individual private client cases
 - Building relationships and generating repeat work with professional clients (mainly Solicitors & Case Managers)
 - Building relationships & contact point with major contracts such as local authorities and schools
- Helping identify opportunities and develop products packages

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Ideally have experience within a clinical/healthcare environment with exposure to multiple specialisms
- Willing to undertake a DBS check
- Competent with computers and online technology (tech savvy)
- Excellent written skills. With particular reference to report writing
- Ideally be a member of your professional body.

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Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to take responsibility for supporting the Client Managers in the management of their caseload, which will take a high level of organisation, efficiency and sense of responsibility for it to run smoothly. Important personal skills and attributes include:

- Caring, friendly and always willing to listen
- Taking responsibility and having the ability & confidence to make good decisions
- Problem solver and determined – often an enquiry or a case will require them to go the extra mile to get the right outcome for the client and the business.
- Personal pride in their work and a sense of wellbeing from helping clients and the business.
- Efficient working style and ability to juggle tasks without missing things.
- Excellent telephone manner – chatty and confident but always professional.
- Within the team, a desire to question the status quo and be innovative.
- Able to remain calm, composed and professional under stressful or confrontational situations.

We pride ourselves on being a caring and friendly, but professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links, offering 25 days holiday, plus bank holidays and other benefits.

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