

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 Services 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 OT working as Clinical Services Manager, through overseeing a caseload of clients and managing incoming enquiries, to escalating complex enquiries or cases to a clinician when required.

The post holder will advise potential clients who are enquiring about our services and provide quotations for the required service. It is the responsibility of the Client Coordinator to discuss the options and ultimately convert the enquiry into a case, managing that case under the guidance of the Clinical Services Manager while it is active. The primary goal of the Client 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 Client 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 careers@theotpractice.co.uk or if you would like to discuss the role in more detail please call us 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 clinical guidance from the Clinical Services Manager/Clinical Leads as needed
- Acting as point of contact on allocated active cases liaising between all relevant parties as needed
- Handling incoming enquiries, mainly phone calls and website enquiries from across the UK, sourcing therapists and handling the enquiry and subsequent referral accordingly
- Providing a friendly, professional and efficient customer experience
- Resourcing & managing a case load of active therapy cases - including:
 - Assigning cases to an appropriate therapist in the team
 - Overseeing the active caseload to ensure intervention is proceeding as planned, issuing reports, invoices and quotations at appropriate points
 - Enforcing agreed deadlines with therapists
 - Reviewing reports and treatment recommendations, escalating to the relevant clinician where required
 - Building and maintaining relationships with therapists, referrers and clients
- Working with, and guiding, others in the team as needed to achieve team objectives on a day-to-day basis
- Completing other relevant tasks as directed by the Clinical Services Manager
- Helping identify opportunities to develop/improve the service

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

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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 23 days holiday, plus bank holidays and other benefits.

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