Network Co-Ordinator

# Job details

|  |  |
| --- | --- |
| **Job title:** | Mental Health Network Co-Ordinator |
| **Department:** | Corporate Market Unit (PTS, EAP only) |
| **Location:** | Remote/Homeworking |
| **Reporting to: (job title only)** | Corporate Network Operations Manager |
| **Job purpose/Role and Responsibilities** | The primary focus of the Network Co-ordinator role is to provide day to day support for Vita Health Group’s Corporate treatment networks and 3rd party clinical suppliers.* Build and maintain solid working relationships and partnerships with the current treatment providers within the EAP and PTS Corporate marketplace.
* Work with the current providers to improve engagement and elevate the patient journey, efficiency and revenue.
* Identify gaps in coverage using provided mapping tools and proactively source new clinics into the Network.
* Closely monitoring the renewal of contracts, validating relevant insurance documents and negotiating fees.
* Organising and tracking the auditing of existing and potential providers to both improve and maintain quality across the treatment Network.
* Responsible for maintaining the Corporate Network; adjusting the system for changes to details, staffing, holidays etc
* Write and distribute a monthly newsletter with important business updates, expectations and guidance.
* Be the main point of contact for day to day queries regarding contracts, joining the Network, removal from the Network and Portal access.
* Assist other areas of the business with any Network related queries including invoicing and clinical governance queries.
 |

|  |  |
| --- | --- |
|  | * Compilation of weekly or monthly reports for both internal and external colleagues.
* Track and analyse complaints about the network and will work with the Operations & Clinical Governance team to close the loop on resulting actions.
* Attend onsite meetings with both internal and external colleagues
* Work in accordance with policies and procedures in relation to Health & Safety, Equal Opportunities and Diversity, and other company policies.
* Any other reasonable duties as required

**Equality Diversity & Inclusion (EDI)** We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.* Be aware of the impact of your behaviour on others
* Ensure that others are treated with fairness, dignity and respect
* Maintain and develop your knowledge about what EDI is and why it is important
* Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice
* Be prepared to speak up for others if you witness bias, discrimination or prejudice
 |

# Person specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | * GCSE Maths, English, IT at C grades and above.
 |  |
| **Skills and Experience** | * Excellent coordination, planning and organisational skills.
* Excellent attention to detail.
* Able to use own initiative.
* Superb time management and prioritisation skills.
* Excellent written and spoken communication skills.
* Proven ability to build effective working relationships.
* IT literate, proficient with all Microsoft Office packages and databases, particularly Excel.
 | * An established track record of negotiating, documenting and implementing supplier contracts in a commercially astute manner.
* Previous experience working within a Supply Chain or Procurement setting would be advantageous.
* Understanding of the UK private and public health systems.
* Experience working in a results driven environment.
 |
| **Personal competencies and qualities** | * High level of enthusiasm and motivation.
* Ability to work under pressure and to tight deadlines.
* Willing and able to travel within the UK and be flexible around working hours as it may be necessary to work outside standard office hours.
 |  |
|  | * Understands and values diversity and shows commitment to equality of opportunity.
 |  |

**Version Control**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Owner: | Tom Stenning | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Tom Stenning | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 09/07/2020 | Code: | TBC |  |  |

|  |  |  |
| --- | --- | --- |
| Version: | Date: | Summary of Changes |
| V1.1 | 09/07/2020 |  |
|  |  |  |
|  |  |  |