PTS Clinical Co-ordinator

## Job details

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| Job title: | Clinical Co-ordinator |
| Department: | Corporate Mental Health Services- PTS |
| Location: | Remote |
| Reporting to:  (job title only) | PTS Operations Manager |
| Direct reports:  (job title only) | N/A |
| Job purpose: | The Clinical Co-ordinator is responsible for the efficient day-to-day running of the Mental Health Service administration tasks. Managing patient data and ensuring reports and enquiries are processed in according to customer service level agreements. |
| Role and Responsibilities: | * To process and monitor all EAP-PTS referrals, whether these are manual or warm transfer against service level agreements * To manage customer enquiries and provide responses within service level agreements * To manage internal enquiries and provide responses in a timely manner and in line with companies prescribed instruction * To facilitate onward referrals to network providers in line with service level agreements * To process update reports to customers * To support Capacity Co-ordinators on outbound patient calls to reduce waitlists * To support the administration of all our additional management information reporting. * To assist the management team with monthly audit activity. * To assist the PTS management team with administrative tasks and monitoring service agreements as required * Manage the submission of PTS articles and content for social media and marketing purposes * Assist with the organisation of events, including researching possible venues and events to attend * Providing ad-hoc support to key contacts and the wider Vita Health Group team in a timely manner and in line with companies prescribed instruction. * Assisting and supporting with ad-hoc reporting requests.   Any other reasonable request 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 |
| Additional information: | Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | Good level of education.  Knowledge of grammar, spelling, formatting of word documents. |  |
| **Experience** | Customer Service background  Working in a fast-paced environment | Analytical abilities |
| **Skills/knowledge** | IT literate – intermediate level minimum |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | Excellent verbal and written communication skills  High level of enthusiasm and motivation  Ability to work individually or within a team and foster good working relationships  An awareness of and commitment to supporting and facilitating diversity and inclusion  Ability to work under pressure  Excellent time management skills |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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