

Job Title: Customer Care & Booking Advisor Reports to: Customer Care & Booking Advisor Supervisor		
Job Purpose		
To deliver a supportive and non-judgemental administrative service to Clients and their partners/supporters.		
Main Duties and Responsibilities		
Area of Work	Responsibility	Result Required
Service Delivery	<p>Deliver a consistent, Client centred, caring, confidential and professional admin and reception service to Clients.</p> <p>Book appointments for Clients and answer queries.</p> <p>Meet and greet Clients.</p> <p>Treat all Clients with dignity and respect and maintain strict Client confidentiality.</p> <p>Undertake Overseas Client consultation and provide relevant information regarding options. Complete Client paperwork.</p> <p>Provide abortion, post abortion and sterilisation, vasectomy appointment information to Clients.</p> <p>Liase with clinical and medical staff regarding specific Client needs and medical queries.</p>	<p>Client needs are met evidenced by Client feedback.</p> <p>Delivery of prompt, friendly and informative service. Friendly and confidential approach.</p> <p>Provision of a supportive, secure and non judgemental service.</p> <p>Client fully informed of options and choices.</p> <p>Compliance with Abortion Act; Client assisted to make informed decision.</p> <p>Provision of an appropriate and safe service to Clients.</p>
Administration	<p>Prepare and complete Client notes and registers. File and archive as appropriate.</p> <p>Input information to Client database.</p> <p>Undertake cashiering duties.</p> <p>Undertake word processing duties for post operative letters, general correspondence, letters and memo's.</p> <p>Undertake admin duties photocopying, faxing and filing.</p>	<p>Accurate, complete and legible documents.</p> <p>Accurate and timely completion.</p> <p>Accurate records and secure banking in accordance with Company procedures.</p> <p>Efficient and accurate completion.</p> <p>Efficient approach.</p>

Health and Safety	<p>Undertake duties in accordance with safe working practices relating to COSHH.</p> <p>Maintain effective infection control procedures.</p> <p>Ensure hazardous waste is disposed of in accordance with Company procedures.</p> <p>Handle blood samples in accordance with safe working practices.</p> <p>Carry out duties in accordance with Health and Safety Policy.</p>	<p>Compliance with protective clothing requirements.</p> <p>Minimise risks to self, Clients and staff.</p> <p>Protect health, safety and welfare of self, staff and Clients.</p> <p>Comply with safe working practices.</p> <p>Compliance with Health and Safety policy.</p>
Confidentiality	<p>Client and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with the Data Protection Act 1998 and will adhere to the Clinic Confidentiality Policy & Procedure.</p> <p>To Comply with the requirements of the SMPC Information Governance Policy and adhere to the standards and procedures laid out therein.</p>	<p>Ensure confidentiality in accordance with policies and procedures.</p> <p>Ensure confidentiality in accordance with policies and procedures.</p>
General	<p>Support a woman's right to request an abortion.</p> <p>Undertake any other duties and responsibilities commensurate with the level and responsibilities of the post.</p> <p>Work in harmony with all other personnel and to communicate in an open and courteous manner with colleagues and Clients.</p> <p>Undertake any training necessary to fulfil duties and responsibilities.</p>	<p>Non judgement attitude.</p> <p>Delivery of maximum efficiency and effectiveness.</p> <p>Promotion of a supportive and friendly working environment.</p> <p>Continuous development to meet business needs.</p>
	<p>Employees must not make unauthorised copies or disclose confidential or commercially sensitive company information to unauthorised parties.</p> <p>Employees are required to use the email and internet systems responsibly and to exercise a high level of caution when transmitting confidential information.</p> <p>Employees are expected to observe the highest standards of personal and professional behaviour such that clients, fellow workers and others have confidence in their integrity.</p> <p>Employees are expected to show respect, sensitivity and courtesy to all those they come into contact with during the course of their work.</p>	

	<p>All employees must observe all safety rules and follow safe working practices.</p> <p>Under the Health Act 2006, all enclosed or substantially enclosed workplaces and company vehicles must be smoke-free. To help to create a healthy and safe working environment and protect employees and clients from the effects of ill health associated with smoking and passive smoking, all company land and buildings and company vehicles will be designated smoke-free.</p> <p>The company does not accept responsibility for personal property brought on to the Company's premises. Articles lost or found on company premises should be reported to a line manager. Cars are parked on the company's property at your risk.</p> <p>All company employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration at all times.</p> <p>All staff have a responsibility to understand and adhere to the requirements of company policy and protocols when dealing with Children, Young People and Vulnerable Adults. All employees must share the company's commitment to protect, safeguard and promote the welfare of children, young people and vulnerable adults.</p> <p>All staff have a responsibility to ensure full compliance with Information Governance at all times which includes data protection, confidentiality and information security. Staff need to understand and make themselves fully aware of all company policies and procedures related to information governance.</p>	
--	---	--

PERSON SPECIFICATION – Client Liaison Officer

Attribute	Important	Desirable
<p>Physical Characteristics General Level of Fitness</p> <p>Appearance</p>	Prepared to comply with uniform policy	
<p>Education/Qualifications General Education</p> <p>Professional Qualifications</p>	Secondary standard of education or NVQ Level 2 or equivalent	

Qualifications/Training eg specific training courses, driving licence	Computer literate with reasonable level of key board skills	
Knowledge Knowledge required eg systems, procedures, techniques, etc	Administrative procedures Office equipment	Abortion Act Sexual Health Issues
Experience Amount and type eg supervision, management or specific area, etc	2 years experience in an administrative capacity involving face- to-face contact with public.	Significant administrative experience in a care environment dealing with anxious clients.
Skills Specific skills eg programming, systems support, admin, communication, etc	Good communication and interpersonal skills Administratively competent	
Disposition Type of disposition eg dealing with pressure, influencing, leading, self reliance, etc	Assertive Self reliant Non judgemental Friendly	
General Other Issues eg willingness to travel, work additional hours	Prepared to be vaccinated against Hepatitis B Able to work additional hours as necessary	