**Job Description**

**Title:** Patient Services Co-ordinator

**Reports to:** Senior Patient Services Team Leader

**Based at:** Remote – But able to travel locally or further for General meetings as required.

**Job Purpose:** To provide direct support to patients and support to all areas of the Charity Group

**Working Hours:** Monday – Thursday 09:00 – 17.30, Friday 09.00 – 17.00

**Key Responsibilities:**

* Responding to enquiries via telephone, email, online forums or social media with empathy, a listening ear, informative and supportive manner, whilst demonstrating confidentiality and sensitivity.
* Co-ordinate and action messages in the Patient services Mailbox and distribute messages accordingly to the wider team where needed.
* Identifying gaps in patient information and assist in developing and proofreading relevant medically approved resources to reflect current guidelines, treatments, services and advances.
* Frequently reviewing and assisting with update of content on Charity Websites and social media channels current and relevant Forums.
* Supporting the organisation, promotion and delivery of all charity events including Patients Day, World Heart Rhythm Week, Global AF Aware Week, Know Your Pulse & Support Groups, Coffee mornings, Living with ...Series etc
* Build a central database of case studies / Patient Stories whether written or recorded.
* Gather content for the monthly e news and regular newsletters including patient stories, FAQ’s and latest news and updates with resources and interviews with medical advisors as necessary.
* Propose titles and speakers for patient educational events and develop virtual educational videos.
* Co-ordinate the day-to-day running of the Fundraising Service to include planning and organisation of the fundraising activities programme and deal with related telephone calls, emails, social media etc. Maintain effective communication with the fundraisers whilst adhering to GDPR.
* Holiday cover to the Administration team covering but not limited to the administration Mailbox and distribute messages accordingly to the wider team.

**Person specification:**

* Educated to GCSE level
* Excellent verbal and written communication skills
* Competent in Microsoft Word and Excel
* Excellent organisational skills, with the ability to prioritise and manage own workload.
* Can undertake a wide variety of tasks and multi-task with ease.
* Ability to work on own initiative.
* Good attention to detail and accuracy
* Can work flexibly, and as part of a team.
* Professional & methodical and thorough approach to work
* Friendly and polite.