



JOB DESCRIPTION

ROLE TITLE:	Outreach Co-ordinator
LOCATION:	Odstock Medical Ltd., Laing Building, Salisbury Hospital SP2 8BJ.
HOURS:	Full Time (37.5 hours per week)
SALARY:	£24,500 p.a.
REPORTS TO:	Clinical Funding Manager

Odstock Medical Ltd (OML) is a leading provider of Functional Electrical Stimulation (FES) medical equipment and services across the UK and internationally.

JOB PURPOSE:

The Outreach Co-ordinator is responsible for overseeing the remote operations at OML's national treatment centres. Supporting OML Outreach clinics in delivery of OML patient experience.

This role also has responsibility for identifying new opportunities for efficiency and growth

KEY TASKS:

- Provide effective support to the Clinical Funding Manager.
- Maximise positive exposure for FES and OML with Integrated Care Boards (ICBs) and funding bodies.
- Update OML with current and accurate information on ICB policies and changes:
 - Plan for ICB policy reviews.
 - Initiate set up of new outreach centres when required.
- Co-ordinate activities of outreach clinics:
 - Work with Clinical Lead to ensure Service Level Agreements of subcontracted activities are monitored, analyse, investigate and report discrepancies, recommend actions to prevent recurrence.
 - Monitor activity at all outreach centres. Ensure patient referral process, appointment booking, discharge and transfer procedures are followed for patients seen at Outreach centres.
- Communicate OML treatment options and policies to external Healthcare Professionals.



- Processing of financial documents relating to patient treatment.
- Run a variety of reports and present data effectively, including appointments, patient finances and forecasting.
- Off-site meetings with Outreach clinics.
- Work closely with and provide assistance to the Finance Department.
- Provide support for marketing initiatives.

QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

Essential:

- Proficient in Microsoft Office applications.
- Structured approach with strong attention to detail.
- Excellent communication and interpersonal skills.
- Proactive approach to leading change.
- Flexibility and effective team working.
- Ability to prioritise and manage time effectively.
- Efficient planner.
- Resilient and persistent in achieving objectives.
- Ability to prioritise multiple workstreams.
- Able to establish strong internal and external communications.
- Able to maintain high professional standards.
- Strong influencing skills.
- Ability to travel with occasional overnight stays.
- Full driving licence.

Desirable:

- Previous experience working with multibranch and offsite colleagues.
- Experience in delivering in-house training on new initiatives.
- Sales account management or marketing experience.
- Experience with a Customer Relationship Management (CRM) tool.

COMMUNICATION AND WORKING RELATIONSHIPS

Liaise with the internal OML Teams to establish best working practice.
Co-ordinate the outreach network to deliver OML's aims and objectives, maintaining effective working relationships with clinical and non-clinical staff at all levels.

MOST CHALLENGING PART OF THE JOB

Ensuring Outreach service providers maintain a consistent approach to delivering OML's FES treatment packages to all OML patients.



Leading FES
Rehabilitation

Please note: this job description is intended as a guide to the general duties required of this post, which may vary from time to time. It does not form part of the terms and conditions of employment.