



Care Coordinator

VitaFlo (International) Ltd are currently looking to recruit a Care Coordinator to work at its head office just outside of Liverpool city centre on a 12-month fixed term primary care giver cover secondment. Reporting directly into the Customer Care Manager, you will be responsible for providing combined customer service / pharmacy support and prescription management service to NHS service users and Healthcare Professionals, ensuring they receive the best possible experience through coordination of their end-to-end treatments.

After a successful launch of VitaFlo's NEW Prescription Delivery Service, it is an exciting time to join our expanding team of Care Coordinators!

Who are VitaFlo?

We are part of Nestlé Health Science and continue to expand our global footprint with a worldwide presence in Clinical Nutrition. Behind our pioneering company are people who drive breakthroughs in research and development, creating innovative impact.

Our employees are at the heart of what we stand for with 96% saying they are proud to work for us and 94% recommending VitaFlo as a good place to work.

Our Headquarters, based in Liverpool, is the hub of innovative and creative activity. We strive to be at the cutting edge of our industry sector with patient's needs being at the forefront of our mind. We work collaboratively, share our knowledge and expertise and above all love what we do and why we do it.

What will you do?

As a Care Coordinator, your main responsibilities will consist of the following:

- Onboard new registrations, amend change of regimens and maintain the company CRM (Customer Relationship Management) system with timely entry to ensure the accurate recording of information.
- Organise deliveries for NHS service users, taking into account their requirements, ensuring accurate processing of orders via a range of different communication methods.
- Act as a single point of contact for NHS service users, NHS referring hospitals and health care professionals, for example, GPs and Dietitians
- Understand prescriptions, medication and treatments involved in each of the relevant therapy areas. For example, Phenylketonuria (PKU)
- Ensuring prescriptions are accurately logged on appropriate systems
- Maintain all records in compliance with GDPR requirements
- Answer enquiries and queries, (under the direction of the Lead Pharmacist and Care Manager) responding in a timely manner
- Act in a professional manner and demonstrate excellent behaviour when dealing with all customers and interested parties
- Collaborate with other internal departments as appropriate to ensure customer satisfaction

Who are we looking for?

For this role, we are looking for applicants who possess the following:

- Track record working within a customer service / customer relations role in a community / outpatient healthcare setting is desirable
- Customer service practical experience within the last 2-3 years of current career would also be desirable
- Experience in a healthcare setting would be an advantage
- Demonstrable experience of dealing with sensitive issues in a professional manner
- Proven experience of successfully resolving customer issues and queries
- Working knowledge of a CRM (Customer Relationship Management) system would be desired
- Strong organisational skills with the ability to prioritise
- Able to work in a change-driven, high-pressure environment
- Excellent communication skills both written and verbal
- Keen eye for detail that reflects the ability to accurately input information on to databases
- Working knowledge of Microsoft applications including Excel

Why work for us?

- Competitive salary
- Discretionary bonus scheme (subject to qualifying period)
- Employer pension contribution (3% rising to 5% subject to qualifying period then matched up to a maximum of 10%). Employee minimum contributions apply
- Private healthcare (subject to qualifying period)
- Employee recognition schemes
- Volunteering opportunities
- Employee Assistance Programme
- Gym membership (subject to qualifying period)
- Cycle to work scheme (subject to qualifying period)
- 25 days' annual leave plus bank holidays and Christmas shutdown
- Option to buy / sell annual leave
- Study support
- Life assurance
- Free on-site parking
- Hybrid working policy – working in the office for 3 days a week if you are contracted to work 5 days per week

What next?

Do you think your skills match what we are looking for? Then get applying!

Please send a copy of your CV along with a covering letter and salary expectations to hr@vitaflo.co.uk

Without a covering letter your application cannot be considered.

Closing date for applications is **Thursday 30th June 2022**

Vitaflo (International) Ltd is committed to equal opportunities and values the diversity of all people. We treat people fairly and with dignity, respect, inclusion and belonging.

We accept job applications in a variety of formats and should you need any documents in a different format or require any further support or assistance, please contact the HR department on 0151 709 9020 or via email on hr@vitaflo.co.uk