

**Patient Support Co-ordinator**

A fantastic opportunity has arisen in our patient services department to really make a difference to our fertility patients’ experience at Bourn Hall.

Initially you will need to learn all about our treatments and patient pathways to be able to provide information and advice to prospective patients.  You will need to be quick to learn and have excellent communication and customer care skills both on the phone and by email.  This role will involve both reactive and proactive contact with patients and you will need excellent administration skills with attention to detail and a supportive  nature.

You will need to demonstrate sensitivity, empathy and communication skills through experience of working in a patient or customer facing role and have strong IT skills with a track record of dealing efficiently and accurately with databases and correspondence. Ideally, you will also have a degree in behavioural sciences or other relevant qualification.

If you are motivated by the opportunity to deliver excellence in patient care and customer service this could be the perfect role for you.

At Bourn Hall, we offer excellent training and development opportunities in a first class working environment along with a comprehensive benefits package.

To apply, please visit our website to forward your application

<https://www.bournhall.co.uk/get-in-touch/careers-bourn-hall/>