



FOH Patient Care Coordinator at Harpal Clinic

Job description

We are looking for a highly capable, experienced person to become a part of our patient care team to deliver exceptional quality care and support the smooth running of daily operations at the Harpal Clinic.

Do you have a learning mindset and a specific interest in functional medicine and hormone health?

At Harpal Clinic, we specialise in providing a unique blend of functional medicine, hormone replacement therapy, and nutrition to help people optimise their health and well-being.

Do you have a natural instinct for empathising and an innate desire to help people optimise their health, some of whom are experiencing chronic and life-altering health challenges?

Working as part of the core team, you will ensure exceptional customer service at all points during a patient's journey, as an integral part of educating and informing patients and prospective patients about the clinic and our services. It is a brisk environment where you will manage multiple diaries, ensure appointments' smooth running, and respond to queries via email, phone, and in person.

You'll need strong patient-facing and interpersonal skills to be an ambassador and the face of the business, which requires a calm, inviting and receptive personality.

Our patients have high expectations, and we deliver. You will be a key member of the team, ensuring patients have an outstanding experience and helping us grow and maintain long-term relationships with them.

We are a continuously learning organisation, ongoing learning and improving our ability to achieve positive patient outcomes is something we do every day. You'll be learning daily from leading practitioners in Functional and Hormone Medicine.



We are values driven and live them in everything we do, and we expect you to be closely aligned as well:

- Integrity, **respect**, patience and empathy for colleagues and patients
- **Continuous improvement** and learning in ourselves and our work
- Passion and commitment to achieving **positive patient outcomes**
- Patient focused **collaboration** and empowered decision making
- Open-mindedness and strength through **diversity**
- **Joyfulness** in our daily life and work

Do you enjoy being integral to a small, high-performing team of doctors, nurses and other dedicated health professionals?

Previous experience in a high-volume healthcare setting is required with prospective candidates, as is an ambitious, patient-focused person who can thrive and develop in a fast-paced and growing business.

The role is at our welcoming state-of-the-art facility in the heart of London near the stunning Saint Paul's Cathedral.

For more information on the services we offer, visit www.harpalclinic.co.uk

Essential Skills for this role:

- A working understanding or keen interest in functional medicine or hormone health are absolutely essential
- An ability to know intuitively and prioritise what needs to be done first and what is essential for the business
- A high level of computer literacy so you can effectively communicate professionally and positively with colleagues and patients.
- Exceptional written and verbal English and communication skills exhibiting a high level of clarity and accuracy required for healthcare.
- Able to take a large amount of complex information and distil it into understandable language
- Proactive and willing to learn new protocols and procedures when tasked



- A genuine interest in the health and medical sector, with an eagerness for personal and professional growth (this will sometime require out-of-hours activities relevant to the clinic)
- A high level of discretion, an understanding of data protection and patient confidentiality
- Experience with cash handling, credit card and online payment processing and procedures with good numeracy skills should problems arise with daily banking
- Excellent time management skills
- Legal Right to Work in the UK
- Ability to successfully pass a DBS check.
- Health & Safety, First Aid Training/Certificates desirable

Benefits include:

- Very attractive staff rates on treatments and products. Our team needs to have first-person experience of the benefits of our services. Friends and Family discount
- Excellent opportunities for training, and continuous learning on Functional and Hormone medicine from a leader in the field.
- The clinic is growing rapidly. We prefer to develop talent internally which creates ongoing opportunities for career growth within the company.
- Competitive market rate salary

We look forward to hearing from you!

Weekly Hours: Full-time Monday-Friday

Job Type: Permanent

Please apply with a CV and cover note to ginny@harpalclinic.co.uk