

Patient Pathway Co-ordinator

Hours: Flexible **Reports to:** Health Coach Team Manager **Location:** Leeds **Start Date:** ASAP

About Oviva

We believe good health starts with nutrition and lifestyle, not medication. Our mission is to help 50 million people lead healthier and happier lives by 2025 by providing the best diet and lifestyle therapy through technology.

Oviva is a technology-enabled healthcare provider founded in 2014 seeking to offer the most accessible, personalised, high-quality care possible to people with health conditions related to diet. Crucially, we embrace technology to overcome the efficiency challenges facing the NHS.

We do this by:

- Creating unique, digitally-enabled treatment programmes for patients, delivered by dietitians and nutritionists supported by a multi-disciplinary team of psychologists, psychological wellbeing practitioners, specialist nurses, activity experts and health coaches.
- Offering patients access to expert advice in a time and place of their choosing, via our smartphone app, online learning portal (with tailored video, audio and written learning content) or over the phone.

Our services are delivered in partnership with the NHS, supporting quality and efficiency improvements. Today we provide NHS services in 57 Clinical Commissioning Groups and were recently selected for the NHS England Digital Diabetes Prevention Programme and the NHS England Innovation Accelerator. Beyond the UK we also operate in Switzerland, Germany, and France, and are backed by Europe's leading venture funds.

We can only deliver all of this with the help of our incredible team. Having a culture that people want to work in is very important to us and we're proud to say 96% of our team would recommend working for Oviva. We do this by keeping our values at the forefront of everything we do, from patient care to internal culture:

- We put the patient first
- We measure & improve
- We tackle it together

The Role

We are looking for a Patient Pathway Coordinator to support the delivery of our Diabetes Prevention Programme and Diabetes Structured Education commissioned by NHS England. Our programmes support those at risk of developing Type 2 Diabetes and those living with Type 2 Diabetes in reducing their risk and in leading happier, healthier lives. You will be responsible for coordinating the patient journey, supporting them throughout their programme. This includes being responsible for patient referrals, appointment booking and undertaking an initial call with the patient, explaining the programme benefits, structure and problem solving any issues they have. In addition, you will act as a support to the patient and monitor their attendance and clinical outcomes throughout their programmes.

Key to encouraging patient participation are motivational interviewing skills, working through any potential barriers to attendance and getting them excited for their programme. You will have the opportunity to undertake training in motivational interviewing and behavioural change in order to support you in this role.

Key Responsibilities

- Handling of sensitive data, approaching with great attention to detail
- Making initial patient calls to introduce programme, explain benefits and patient pathway
- Using motivational interviewing to explore difficulties in accepting programme place
- Making follow up calls for evaluation purposes
- Diary management of patient appointments
- Following correct Information Governance procedures to ensure security of patient data
- Accurately inputting data into our CRM system to allow coherent patient pathway
- Working alongside the operations team to achieve contract KPIs

- Evening and weekend work when required, to suit the needs of the business

The Ideal Candidate

- An active interest in health & nutrition (i.e. working towards a related degree such as nutrition, dietetics, sports science)
- Language skills highly desirable
- Call centre experience
- Energetic and proactive, with an ability to work independently as well as part of a team
- Excellent communication skills
- Highly organised with a keen attention to detail
- Confident using technology with proven experience with Microsoft Office systems
- Passion for providing digital treatment & support

Our Offer

- Band 3 NHS Agenda For Change equivalent salary
- The opportunity to make a meaningful impact in revolutionising healthcare in the UK
- Exciting and rewarding role in high-growth start-up environment
- Training opportunities and regular salary reviews
- Flexible working
- 25 days holiday (plus bank holidays) with the option of an additional 5 days unpaid leave
- Company pension
- Regular team socials as well as free breakfast & snacks daily

To apply, please send your CV & cover letter to nicola.bradshaw@oviva.com telling us why you'd love to join us at Oviva!