

HAAS roles and responsibilities

Functional Assessor

Key responsibilities:

- Holding telephone, video or in person consultations with people who are applying for PIP or WCA benefit.
- Assessing a variety of complex conditions and impairments.
- Using your strong verbal communication skills and write a high quality, fair and accurate assessment reports using specialised IT systems.
- Working with your line manager to advance your own professional development and career as a functional assessor.
- Complete and actively take part in team briefings / quality sessions to support development of yourself and the service.
- Using our core values of pioneering, caring, united and dependable to underpin your approach to work.

Clinical Performance Manager

Key responsibilities:

- Lead on all PIP / WCA clinical related performance metrics within the team and implement strategies to continuously enhance performance.
- Provide visible leadership and direction to PIP / WCA clinicians to enable the effective delivery of quality expectations, volume delivery, people and customer service related measures.
- Motivate, inspire and coach team members through continuous professional development and recognising exceptional performance, and developing team members with potential in support of effective succession planning.
- Utilisation of technology and management information to effectively analyse performance and implement actions to enhance quality and productivity.
- Effective reporting on real-time clinical performance metrics. Where necessary providing an explanation for any deviation from targets and plans for corrective actions as agreed.
- Design and lead on communications in relation to changes in assessment procedures and best practice requirements.
- Stakeholder relationship management with the customer company overseeing key clinical performance metrics.

Clinical Performance Lead

Key responsibilities:

- Support and Lead on all PIP / WCA clinical related performance metrics within the team and implement strategies to continuously enhance performance.
- Provide visible leadership and direction to PIP / WCA healthcare professionals to enable the effective delivery of quality expectations, volume delivery and customer service related measures.
- Deliver team objectives and performance against targets through robust performance management methods.
- Motivate, inspire and coach team members through continuous professional development and recognising exceptional performance, and developing team members with potential in support of effective succession planning.
- Utilisation of technology and management information to effectively analyse performance and implement actions to enhance quality and productivity.
- Communicate changes in assessment procedures and best practice requirements.
- Ensure strong working relationships and facilitate communication, engagement, whilst building a culture of clinical excellence and continuous improvement.

Business Support Manager

Key responsibilities:

- Lead on all relevant performance metrics and implement strategies to continuously enhance performance.
- Provide visible leadership and direction to the team to enable the effective delivery of administrative, customer service and capacity planning measures.
- Lead on volume forecasting activities for both short-terms and long-term views with the support of resource planners and working alongside the senior operations managers.
- Provide effective reporting on the planning process, work allocation, empty slots and resource utilisation for the management team to enable on-going planning.
- Take ownership of cascading best practices within the support team and ensure that administrative and customer service activities are performed in line with the established procedures and best practice guidelines.
- Lead on the complaints review process, liaising with the clinical and operational teams to formulate comprehensive responses meeting the needs of all key stakeholders.
- Support the broader team by addressing issues, resolving barriers and escalating issues required.
- Working with the broader Advo management team to plan recruitment requirements to maintain the required workforce, accounting for attrition, recruitment time frames etc..
- Motivate, inspire and coach team members through continuous professional development, recognising exceptional performance and developing team members with potential in support of effective succession planning.

Customer Coordinator

Key responsibilities:

- Completing courtesy / preparation calls with claimants.
- Updating the claimant booking system.
- Rescheduling appointments when required.
- Advising the healthcare professional and management team of additional claimant needs.
- Dealing with incoming / outbound communications.
- Maintaining a clean and professional workspace.
- General administrative duties.
- Escalating and inappropriate behaviour appropriately.
- Using our core values of pioneering, caring, united and dependable to underpin your approach to work.

Resource Planner

Key responsibilities:

- Provide effective reporting on the planning process, work allocation, empty slots and resource utilisation for the management team to enable on-going planning.
- Deliver on volume forecasting activities for both short and long term views, working alongside the Business Support Manager and Senior Operations Managers.
- Ensure the resource plans are produced covering a 12-week, 4-week overview and any additional short notice resource plans.
- Analyse planned resource versus forecast to identify areas for improvement.
- Working with the wider team to maximise the utilisation of estates to meet demand and achieve targets set.
- Responsible for health care professional electronic rota systems to minimise any impact on the service and forecasted volumes.
- Analyse the available work to support the customer coordinators and the allocate healthcare professional resource correctly to meet demand.
- Work closely with the customer coordinators to ensure every claimant receives a great experience.
- Collate information required for weekly local planning meetings with management team.

Senior Operations Manager

Key responsibilities:

- Lead on all PIP / WCA related performance metrics and implement strategies to continuously enhance performance and efficiency.
- Provide visible leadership and direction to the operational managers and their teams to enable the effective delivery of quality expectations, volume delivery, people and customer service-related measures.
- Maintain the required workforce to deliver the volume requirements, accounting for attrition, recruitment time frames, absence levels and other requirements.
- Motivate, inspire and coach team members through continuous professional development and recognising exceptional performance, and developing team members with potential in the support of effective succession planning.
- Effective reporting on real-time performance and where necessary providing an explanation of deviation from targets and plans for corrective actions as agreed.
- Ensure the team make best use of technology and management information to effectively analyse performance, enabling them to understand key drivers and implement plans.
- Build trust amongst the team through strong working relationships and facilitate communication and engagement, while building a culture of clinical excellence and continuous improvement.
- Adhere to the governance structure in place, ensuring requirements are met, and equally knowing when to escalate.

Operations Manager Key responsibilities:

- Lead on all key performance metrics within and implement strategies to continuously enhance performance.
- Provide visible leadership and direction to the team to enable the effective delivery of the service
- Deliver team objectives and performance against targets through robust performance management methods.
- Maintain the required workforce, accounting for attrition, recruitment time frames, absence levels, etc.
- Motivate, inspire and coach team members, whilst building a continuous improvement culture.
- Provide effective reporting on real-time performance and plans for corrective actions as agreed.
- Investigate and resolve customer complaints and escalate serious complaints as required.
- Make best use of technology and management information to effectively drive performance.
- Communicate changes in assessment procedures and best practices requirements.
- Adhere to the governance structure in place, ensuring requirements are met, and equally knowing when to escalate.