

AJM Healthcare

Role: Partnership and Engagement Support

Salary: Dependant on experience

AJM Healthcare is a long-established provider of Wheelchair & Community Equipment Services to the NHS and Private Sector. We have nearly 35 years' experience in these sectors and see ourselves as market leaders and innovators in particularly integrated Wheelchair Services, helping increase independence, choice, and the very best Service User outcomes. Our team provide a genuine caring, person-centric, and holistic approach, that is tailored to each individual, who's needs vary significantly. AJM Healthcare is also leading the way in supporting the disabled community to have their voices heard.

The role:

We are looking to recruit Partnership and Engagement Support who will provide support and administration assistance to the Partnership and Engagement team.

Duties will include:

- Work closely with the Partnership Engagement Manager and act as liaison with local service partners partnership and engagement leads and to achieve person-centred and integrated care outcomes for service users;
- Provide admin support to facilitate training opportunities for local multi-disciplinary teams to promote direct prescriptions where possible and improve quality of referrals.
- To produce the service user feedback reports as directed by the Partnership and Engagement Manager eg survey data, complaints, compliments, service user stories to create a culture of service user involvement in quality improvement, co-design and co-production
- To maintain, develop and improve AJM's service user experience through actively promoting and recruiting to the forum. Providing admin support to the service user forums is a key part of the role. This will include booking venues, producing an agenda and sending out invitations as well as writing the minutes
- To be an active participant on social media and be aware of current trends, relevant to wheelchair users;
- To support the communications officer to respond to social media and/or local/national news coverage;
- To provide input into media responses and to liaise with relevant personnel in relation to complaints, compliments or engagement events;

Who we are looking for:

The ideal candidate will:

- Have experience in a similar role and experience in communications or engagement related setting.
- Take pride in providing an exceptional service and working in a role that makes a huge difference to the quality of people's lives.

- Have the ability to multitask effectively.
- Have a proactive approach to supporting disabled people .
- Have an awareness of the day to day challenges disabled people and their families and carers may face and be able to empathise with them.
- Be able to work from home but ability to travel to other locations

What we offer you:

- A competitive salary commensurate with qualifications and experience.
- Company pension contributions.
- 30 days holiday inclusive of bank holidays and a day off for your birthday.
- A chance to work with a growing, public sector linked business, with an opportunity to enhance your own career over time.

This position is working in a regulated environment and will therefore be subject to an enhanced DBS disclosure check. Cost will be covered by the Company.

Proud Member of the Disability Confident Employer Scheme.

AJM Healthcare is an equal opportunities employer who does not discriminate based on race, gender, religion, marital status, age, physical or mental disabilities, medical condition. AJM will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the employer. Please note, during certain high volume recruitment times, AJM may wish to limit the overall number of interviews offered to both disabled people and non-disabled people.