

Customer Success Associate

Once in a career opportunity: be on the front line to help improve care for the elderly.

Oxehealth is a global leader in vision-based patient monitoring and management systems helping clinicians engineer ever better care.

Our Service

Our technology gives carers the insights they require to plan resident care and proactively intervene to help their residents so that they deliver safer, higher quality and more efficient care.

We can compute heart rate and breathing rate totally contact free, by analysing the video from standard digital cameras, with medical grade accuracy. We can also monitor activity and behaviours (such as getting in and out of bed, how long residents have been sleeping and other general activity statuses) to alert carers to high risk behaviour and generate care reports, without having to invade privacy.

This enables carers to proactively spot risk factors and early warning signs to respond faster to residents in need, monitor residents' behaviour and health status in bedrooms remotely and make more informed care decisions for residents using data from the activity/behaviour report.

The Swedish Ehealth authority summarized the benefits for our solution as follows – see link: www.ehalsomyndigheten.se/om-e-halsa/stod-till-kommuner-for-inforande-och-anvandning-av-digital-teknik/varberg/

Oxehealth: scaling up

Oxevision is used by carers looking after residents in care homes in Sweden today, and we aim to bring it to psychiatrists treating patients in crisis soon as well. In the UK, we work with 1 in 3 English Mental Health Trusts, care homes, acute hospitals, prisons and police. We plan to launch our business in the USA in 2021.

You'll be joining a well-backed UK business at the start of scaling up its operations around the world; these roles don't come around often.

The role

As a Customer Success Associate, you will work with the Oxehealth team in Sweden, our local partners there, as well as the Customer Success Team in the UK. There will also be an intersection into our UK Insights & Benefits Realisation team.

The role is customer facing and product impact focused:

- You will be responsible for training and onboarding new care home staff to Oxevision. Picking up from the sales team, you will visit customer sites, train their staff and help them to embed this new technology into their way of working
- You will work closely with customers to understand their ways of working and residents' needs, and recommend suitable functionality and new ways of working based on these
- You will be responsible for tailoring and delivering education and training materials and activities, including engaging options for remote learning
- You will then provide ongoing support to our customers. This includes:
 - Building meaningful, long-term relationships with our users so they feel you are part of their team
 - Responding to questions and queries

- Monitoring usage and running regular reviews to ensure that customers are utilising the technology to its full potential, including attending regular meetings and preparing occasional reports
- You will occasionally shadow carers to understand more about the role and impact of Oxevision and future product developments.
- You will work closely with customers to understand our products' benefits, gather user perspectives by conducting surveys and interviews, and identify new product ideas and improvements. This also includes testing product prototypes with users
- You will be involved in working alongside our customers gathering the relevant study data
- You will support the Insights & Benefits Realisation team in evidencing the benefits of Oxevision in Swedish language.

Whilst there is a key set of skills we are looking for, most importantly we want someone who is truly passionate about helping carers get the full benefits of our technology in caring for their residents. This role requires a strong desire to help people, strong empathy and active listening skills. Previous experience in a clinical or care environment would be advantageous but not necessary.

What we're looking for:

- Deep interest in helping carers and staff
- Able to offer empathy and quickly build rapport and trust with end users
- A good listener with a high degree of curiosity
- Able to empathise and understand the needs of users
- Able to patiently deal with users when they come to you stumped or frustrated
- An excellent all-round communicator (in verbal and written communication)
- A structured problem-solving approach
- Able to work independently on projects and managing your workload
- High energy and driven
- Someone who loves learning and improving themselves
- Someone who enjoys working in care home environments and able to travel to customer sites up to a few days each week

Our offer to you:

This is an opportunity to gain practical experience from a hugely experienced and entrepreneurial team. This role could set you up to deliver your potential in a way very few businesses could. Specifically, we'll offer:

- Competitive package
- Strong growth opportunities (individual and at team's quarterly developmental offsites)
- A flexible working environment - we trust people to manage their time and to focus on results
- A personal budget to further your learning and development
- Working in a leading healthcare scale-up with an entrepreneurial culture and strong team spirit.

If you have the ambition, energy and skills needed to be successful in this role and want to be part of a company that is on a journey to improve safety, quality and efficiency of care, please send your CV and cover letter to jobs@oxehealth.com.