

# JOB PROFILE

## Job Title

Volunteer Caseworker

## Reporting to

Clinic and Helpline Lead

## Overview

Doctors of the World UK (DOTW) is part of the global Médecins du Monde network, which delivers over 300 projects in more than 70 countries through 3,000 volunteers.

In the UK, we run clinic and advocacy programmes that provide medical care, information and practical support to excluded people, such as destitute migrants, sex workers and people with no fixed address. During the COVID-19 crisis, we have had to make the difficult decision to temporarily close our drop-in service, however, we continue to support people through the advice line and remote GP consultations.

When anyone calls, we check whether they are aware of the current COVID-19 guidance, screen for symptoms, and ensure they have access to information on COVID-19 in community languages. We've continued to provide support to those people who presented with other health issues, or required help to access antenatal care, terminations, mental health support, inhalers, to register with GPs, and more.

Our services are staffed by volunteer support workers, caseworkers, nurses and doctors. These volunteers provide a highly empathetic and practical service to our service users, making a real difference to people's lives.

As an organisation reliant on volunteers, we look to provide them with opportunities to develop their skills and leadership. Volunteers' feedback can also help to shape our services.

You will gain experience working within a humanitarian organisation making a real difference, and will have the opportunity to gain and develop further transferrable skills through the variety of engaging work you will be involved in, as well as regular training sessions. Twice weekly debriefs and regular supervisions are just part of the support our small team provides.

## Job Purpose

Caseworkers are the main point of contact for vulnerable people who call the advice line. They carry out interviews with service users to determine their needs and to provide appropriate advice and support. They also act as an advocate and liaise with NHS service providers to link the service users to the care they need.

Due to the current remote working setting, volunteers will be based from home. They will be able to opt either for a morning shift where they will answer calls to the advice line or for an afternoon shift where they will carry out follow ups on complex cases.

**Commitment required:** Either two mornings a week (advice line from 9.45am-1pm) or two afternoons a week (12-5pm) for a minimum of three months.

## Key Duties

- Acting as a first point of contact for service users in the clinic or health promotion setting
- Listening to service users' needs and identifying other support services
- Completing data collection forms with the service user
- Helping service users with registration and administration needs and advocating on their behalf to NHS services
- Taking on more in-depth and complex casework where service users are more vulnerable or face significant barriers to accessing healthcare
- Responding to enquires to our advice line

## General

- To be open to change and demonstrate a flexible and adaptable approach
- To work collaboratively with others and be a supportive and effective team member
- To ensure that all activities undertaken on behalf of DOTW, externally or internally, are executed in accordance with the overall aims of the

	<ul style="list-style-type: none"> <li>organisation and in line with our policies and procedures</li> <li>To participate in training and other activities as requested by the organisation</li> </ul>
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<b>Stakeholder and Customer Service</b>	<ul style="list-style-type: none"> <li>To provide quality customer service to DOTW's respective audiences and stakeholders and comply with the organisation's quality management protocols</li> </ul>
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<b>Key Working Contacts</b>	<ul style="list-style-type: none"> <li>All internal staff and volunteers, service users, NHS services and other healthcare providers</li> </ul>
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*This is not intended to be an exhaustive list. Your role profile may be subject to change.*

<b>Date Created</b>	August 2020
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## Person Specification

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PERSONAL COMPETENCIES	
Competency Title	The successful candidate will be able to....
<b>Communicating with others</b>	<ul style="list-style-type: none"> <li>Demonstrate effective communication, sharing information, ideas and experiences.</li> </ul>
<b>Team working and interpersonal skills</b>	<ul style="list-style-type: none"> <li>Work cooperatively with others and understand how to influence others to achieve objectives in an effective way.</li> <li>Cooperate in their team and across DOTW, respect and listen to different views/opinions, welcome new staff and volunteers to DOTW, treat all people with respect and avoid any behaviour that is, or might be seen as, less than honourable.</li> </ul>
<b>Managing resources</b>	<ul style="list-style-type: none"> <li>Ensure proper use of DOTW's resources and information, not disclose or use DOTW information outside the normal requirements of their role, and not misuse DOTW systems (e.g. IT).</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>Show flexibility, a willing approach towards change and strive for continuous improvement.</li> </ul>
<b>Customer service</b>	<ul style="list-style-type: none"> <li>Listen to and address the needs of others as customers, including service users. This includes seeking and welcoming feedback from others and acting on that feedback.</li> <li>Deal with customers in a courteous and polite manner and ensure they respond to queries efficiently and effectively.</li> </ul>
<b>Managing yourself</b>	<ul style="list-style-type: none"> <li>Take a proactive and flexible approach to maintaining and developing own knowledge and skill base.</li> </ul>
<b>Delivering and meeting business plan</b>	<ul style="list-style-type: none"> <li>Understand what needs to be done and deliver it effectively.</li> <li>Demonstrate a positive 'can do' attitude, meet their performance standards and balance long-term requirements against short-term objectives.</li> </ul>

## SPECIFIC SKILLS, KNOWLEDGE & PERSONAL QUALITIES

### The successful candidate will have:

#### Essential

- The desire to help vulnerable people
- A non-judgemental attitude towards service users from diverse backgrounds
- Good social and communication skills
- A confident telephone manner
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#### Desirable

- Fluency in other languages
- Confidence working with interpreting services

#### Please Note

Using the role description, person specification and information provided, please detail why you are suitable for the role in the application form. Please draw on relevant past experience and training (e.g. experience working with vulnerable groups) to complete this section.

#### Date Created

August 2020