

ROLE PROFILE

Job Title	Stratford Clinic Volunteer GP
Reporting to	Clinic and Helpline Lead

Overview

Doctors of the World UK is part of the global Médecins du Monde network, which delivers over 300 projects in more than 70 countries through 3,000 volunteers. Our vision is of a world in which vulnerable people affected by war, natural disasters, disease, hunger, poverty, or exclusion get the healthcare they need.

Through our health programmes and advocacy, we work to ensure excluded people overcome barriers to realising their right to healthcare. We work with and for:

- » people in crisis, providing life-saving humanitarian healthcare in times of war and after natural disasters
- » vulnerable migrants, including by advocating for the right to healthcare across Europe
- » people at risk of harm, especially from HIV and AIDS or hepatitis C, such as drug users and sex workers
- » women and girls' right to sexual and reproductive health

Doctors of the World's UK programme provides direct services and leads policy and advocacy work to help excluded people across the UK, such as vulnerable migrants, sex workers and people with no fixed address, access essential healthcare.

Over the coming years we plan to develop and expand our services to meet growing demand.

DOTW services during COVID-19

During the COVID-19 crisis, we have had to make the difficult decision to temporarily suspend our face-to-face static clinic service, however, we have continued to provide support through an advice line and remote consulting system.

When a service user calls, we check if 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 have presented with other health issues, or required help to access ante-natal care, terminations, mental health support, register with a GP, and other NHS services. We also offer remote GP and nurse consultations for people with urgent health needs, who cannot wait to register with an NHS GP.

We believe it is important to reopen the clinic in 2021 on a part-time basis to ensure service users who don't have access to a phone or internet can still get support. The clinic will be initially staffed by a staff member, a volunteer clinic support worker and a volunteer clinician (doctor or nurse).

Job purpose

Doctors of the World volunteers provide a highly empathetic and practical service to our service users, making a real difference to people's lives. Our effective, committed, and enthusiastic team is looking to incorporate new volunteers. If you are passionate about improving access to healthcare and enjoy working in a team on often complex and challenging cases, then you should consider becoming a Doctors of the World volunteer!

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

All volunteers who carry out a face-to-face role will be required to submit a COVID-19 individual risk assessment (see the Alama Covid Age test: <https://alama.org.uk/covid-19-medical-risk-assessment/>). Only those who are "low risk vulnerability" will be able to perform a face-to-face role.

Commitment required: Minimum of one clinic a month for a minimum of six months.

Key duties

- Providing first line medical care for service users in the clinic setting
- Providing diagnosis and treatment as appropriate, including offering prescriptions as required
- Summarising consultation notes into letters for service users
- Advocating on behalf of service users to fellow medical professionals in the NHS
- Promoting healthy living
- Providing information on other appropriate services

SPECIFIC SKILLS, KNOWLEDGE & PERSONAL QUALITIES

The successful candidate will have:

Essential

- Fully qualified GP with full GMC registration and licence to practice
- Current or recent clinical experience
- Commitment to work in accordance with the principles and values of the Médecins du Monde network
- Available to do at least one clinic a month for a minimum six-month period
- Medical Indemnity Insurance which covers working in the Doctors of the World clinic
- The desire to help vulnerable migrants
- Fluency in English
- A non-judgemental attitude towards service users from diverse backgrounds
- Good social and communication skills
- The ability to demonstrate current BLS; Safeguarding L3

Desirable

- Fluency in other languages
- Confidence working with interpreting services

Person Specification

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PERSONAL COMPETENCIES

Competency title	The successful candidate will be able to...
Communicating with others	<ul style="list-style-type: none"> demonstrate effective communication, sharing information, ideas and experiences.
Team working and interpersonal skills	<ul style="list-style-type: none"> work co-operatively with others and understand how to influence others to achieve objectives in an effective way/ cooperate in their team and across Doctors of the World UK, respect and listen to different views/opinions, welcome new staff and volunteers to Doctors of the World UK, treat all people with respect and avoid any behaviour which is, or might be seen as, less than honourable.
Managing resources	<ul style="list-style-type: none"> ensure proper use of Doctors of the World UK's resources and information, and commit to not disclosing or using Doctors of the World UK information outside the normal requirements of their role, or misusing organisational systems (e.g. IT).
Drives continuous improvement	<ul style="list-style-type: none"> show flexibility, a willing approach towards change, and strive for continuous improvement.
Customer service	<ul style="list-style-type: none"> 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. deal with customers in a courteous and polite manner and respond to queries efficiently and effectively.
Managing yourself	<ul style="list-style-type: none"> take a proactive and flexible approach to maintaining and developing own knowledge and skill base.
Delivering and meeting business plan	<ul style="list-style-type: none"> understand what needs to be done and deliver it effectively. demonstrate a positive 'can do' attitude, meet their performance standards and balance long-term requirements against short-term objectives.

General	<ul style="list-style-type: none"> 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 Doctors of the World UK, externally or internally, are executed in accordance with the overall aims of the organisation and in line with our policies and procedures. To participate in training and other activities as requested by the organisation.
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Stakeholder and customer service	To provide quality customer service to all our respective audiences and stakeholders and to comply with our quality management protocols.
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Key working contacts	All internal staff and volunteers, service users, NHS services and other healthcare providers.
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This is not intended to be an exhaustive list. Your role profile may be subject to change.

Date created	December 2020
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