

# ROLE PROFILE

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| <b>Role Title</b>   | <b>Homeless Health Nurse</b>   |
| <b>Reporting to</b> | Outreach Lead  |
| <b>Location</b>     | City of London (Outreach on foot or with mobile clinic team) and One Canada Square, London E14 5AA                         |
| <b>Contract</b>     | Immediate start; Until 31 <sup>st</sup> March 2022. 2 days per week (one of these must be Tuesday evening, 7pm until 11pm) |
| <b>Salary</b>       | £36,000 per annum pro rata   |

## 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 people affected by war, natural disasters, disease, hunger, poverty or exclusion get the healthcare they need.

Through our health programmes and advocacy, we work with people to support them to overcome barriers to healthcare. Since opening in the UK in 1998, we've raised £8.4m for overseas programmes, helped over 18,500 people in the UK get access to healthcare and fought for health as a human right for all.

We work with and for:

- people in crisis, providing life-saving humanitarian healthcare in times of war and after natural disasters
- migrants, including by advocating for the right to health across Europe
- people experiencing homelessness
- people at risk of harm, including 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 people across the UK who are excluded from health services, such as people experiencing homelessness, migrants, refugees, sex workers and people with no fixed address access, to access essential healthcare. Our services are run by volunteer doctors, nurses, midwives and support workers who provide basic short-term healthcare and help to get people registered with their local GP.

We believe that every person living in the UK has the right to healthcare, and we work to influence public policy and local implementation to reduce health inequalities and ensure access to healthcare for all.

## Job Purpose

The Homeless Health Nurse will play a key role in the development and delivery of services to people experiencing homelessness.

The role will be a key part of DOTW's mobile clinic team as we deliver a new service to people experiencing homelessness in the City of London. As part of the services team you will support our mobile clinic team to:

- support the delivery of a weekly medical outreach in the City of London
- work alongside the Mobile Clinic Coordinator, volunteer support workers, volunteer clinicians and local outreach teams to provide healthcare and advocacy support to people experiencing homelessness in the City of London
- support the development of relationships with key partner organisations

- Provide first line medical care for service users on the street; prescribing appropriate medication for service users as required (nurse prescriber welcomed, however non prescribers not excluded)
- Advocate on behalf of service users to fellow medical professionals in the NHS
- Attend a fortnightly multidisciplinary meeting
- Case follow up work to be shared between Homeless Health Nurse and Mobile Clinic Coordinator
- Carry out some desk work (e.g. on policies, pathways, best practice, report writing).

The role will focus on Doctors of the World’s work to deliver services for people experiencing homelessness, developing best practice within DOTW to provide healthcare in a mobile clinic setting to this population.

Those with lived experience of homelessness, migration, the asylum system or exclusion from health services are encouraged to apply.

| Key Duties          | Key Activities  |
|---------------------|---|
| Service delivery    | <ul style="list-style-type: none"> <li>• Deliver primary care consultations as part of DOTW mobile clinic outreach to people experiencing homelessness in the City of London</li> <li>• Support the Mobile Clinic Coordinator in the development of the City of London medical outreach service</li> </ul>                                    |
| Partnership working | <ul style="list-style-type: none"> <li>• Attend advisory panel meetings</li> <li>• Build relationships with local health partners to develop a sustainable model of health care</li> </ul>  |
| Best practice       | <ul style="list-style-type: none"> <li>• Advise on best practice by staying up to date with latest guidance and training</li> <li>• Support adaptation of pathways and policies where appropriate</li> </ul>  |
| Other Duties        | <ul style="list-style-type: none"> <li>• Contribute to the development and delivery of DOTW UK’s strategic plan</li> <li>• Other ad hoc duties as required</li> <li>• Participation in the DOTW appraisal process</li> <li>• Contribution to media and fundraising work associated with the outreach service in the City of London</li> </ul> |

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| <b>General</b> | <p>To be open to change and demonstrate a flexible and adaptable approach</p> <p>To work collaboratively with others and be a supportive and effective team member</p> <p>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.</p> <p>To participate in training and other activities as requested by the organisation.</p> |
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| <b>Stakeholder and Customer Service</b> | <p>To provide quality customer service to all our respective audiences and stakeholders and comply with our quality management protocols</p> <p>To support the Mobile Clinic Coordinator in reporting back to commissioners</p> |
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| <b>Level of Budgetary Responsibility</b> | None                               |
| <b>Key Working Contacts</b>              | All Doctors of the World UK teams; |

*This is not intended to be an exhaustive list. Your role description may be subject to change.*

## Person Specification

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| <b>Job Title</b> | <b>Homeless Health Nurse</b> |
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### PERSONAL COMPETENCIES

| Competency Title                             | The successful candidate will be able to....  |
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| <b>Communicating with others</b>             | Use strong interpersonal and communication skills, both written and verbal, to build relationships, negotiate and persuade a wide range of audiences.   |
| <b>Team working and interpersonal skills</b> | Promotes a constructive climate; actively contributes across teams to good team working and team relationships; supports others to achieve their aims; builds consensus; is friendly, helpful and supportive                                    |
| <b>Managing Resources</b>                    | Work in an efficient and effective manner; seeks to achieve the greatest impact; is cost-conscious  |
| <b>Drives Continuous Improvement</b>         | Values feedback and learning; adapts to change seamlessly and is prepared to try doing things differently; encourages the development of new ideas; implements changes intended to make improvements willingly; responds positively to feedback |
| <b>Customer Services</b>                     | Strives to achieve excellence; sets and develops benchmarks; takes responsibility; resolves queries; approachable, positive and responsive  |
| <b>Managing Yourself</b>                     | Strong project management skill, experience and ability; takes pride in achieving results   |
| <b>Delivery and Meeting Business Plan</b>    | Can show the impact of the work for which you are accountable; monitors progress; committed to achieving high quality; demonstrates common sense  |

### RELEVANT EXPERIENCE

The successful candidate will have experience of ....

- Providing healthcare to people experiencing homelessness
- Providing healthcare outside of a regular clinic setting
- Working in collaboration with partners from other sectors

### SPECIFIC SKILLS AND KNOWLEDGE

**Essential**

- Be a nurse, with experience working as a fully qualified nurse in the UK
- Full professional registration
- Experience of delivering healthcare to people experiencing street homelessness.
- In-depth knowledge of UK health system
- Able to network and build relationships internally and externally to develop partnerships
- Commitment to work in accordance with the principles and values of the Médecins du Monde network
- Up to date knowledge of safeguarding and clinical governance processes and confidence in resolving complex cases and supervising/providing feedback to other doctors
- Fluency in English
- Clear communication skills

**Desirable:**

- Minimum 3 years working as a nurse in the UK
- Global health/international NGO experience
- Nurses prescribers welcomed

**Date Created**

June 2021