

# JOB PROFILE

<b>Job Title</b>	Women's and Children's Project Lead
<b>Reporting to</b>	Clinic and Helpline Lead
<b>Responsible for</b>	Volunteers
<b>Contract</b>	2 days per week / permanent. It is an Occupational Requirement that applications are open to women only, as permitted under Schedule 9, Part 1, of the Equality Act 2010. Start date: November 2021
<b>Location</b>	Canary Wharf / Stratford (currently working remotely)
<b>Salary</b>	£27,900 FTE

## 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. Since opening in the UK in 1998, we've raised £6m for overseas programmes, helped 7,000 service users here and fought for healthcare 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
- » 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 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. This role will contribute to this by ensuring our new projects run to a high standard, supporting even more service users and volunteers.

## Job Purpose

You will play a vital role in the delivery of the domestic services of Doctors of the World and reducing health inequalities by:

- managing DOTW's unique service for women and children
- establishing new and maintaining established partnerships with allied organisations
- advising on further development of DOTW's family planning service.

The Women and Children's Clinic (a women only space) runs every Tuesday. You will be responsible for directly supervising clinics and managing the resulting caseload through supervision of volunteers, as well as co-ordinating follow up with specific groups (for e.g. pregnant women). You will assume specific project management responsibilities as required, develop protocols, and support volunteer recruitment, training and supervision. With your experience and knowledge of the health needs of women and children from vulnerable groups, you will support other Services team colleagues in the management of complex cases.

You will optimise Doctors of the World UK's influence and impact on Women and Children's Health for the population it serves, by working with data generated from the project to monitor and evaluate trends and make recommendations to improve DOTW's service for women and children, as well as contributing to reports for donors and the board. This will include using our data and collecting case studies to contribute to DOTW's voice in health policy debates, and in

practice by translating frontline experience in the UK into practical projects that seek to advance health. By enabling the organisation to better speak about what we know from our experience of providing advocacy and health services to women and children, you will help effect lasting change for excluded people who are denied their right to healthcare.

You will support the Head of Services with identification of funders and submission of applications to secure the future of the service, and you will proactively engage with third sector partners, grass roots organisations and health professionals to identify people who will benefit from DOTW's service.

You will also work with the Clinic and Helpline Lead to ensure that there is cover for the supervision of DOTW's office based patient helpline and casework service, including by coordinating volunteer schedules and assisting volunteers in resolving complex cases on behalf of vulnerable service users – this will be further defined in individual work plans.

You will work to ensure that DOTW's ethos is embedded in our services and will ensure that services have appropriate oversight to ensure that the quality and the safety of the service remains high, with the service user at the heart of any service offered. This will include ensuring services meet DOTW and CQC standards. Whether face to face or remotely, you will help provide a welcoming, engaging and safe space for our broad and diverse volunteer team, leading by example in how to communicate with volunteer colleagues and service users.

**It is an Occupational Requirement that applications are open to women only, as permitted under Schedule 9, Part 1, of the Equality Act 2010.**

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

Key Duties	Key Activities
Service delivery	<ul style="list-style-type: none"> <li>• Supervising delivery of Women and Children's clinic (weekly)</li> <li>• Supervising the clinic caseload and conducting a weekly case review</li> <li>• Supporting the DOTW services team with the supervision of volunteers across its advice line and casework services.</li> <li>• Liaising with NHS services as required around pathways for accessing core NHS maternity services</li> <li>• Engaging in volunteer recruitment, induction, ongoing training and supervision.</li> <li>• Monitoring and evaluating the service with a view to optimising its function as well as providing regular reports to Doctors of the World, UK, funders and on demand to support our Policy and Advocacy work.</li> <li>• Build, maintain and manage strong relationships with allied organisations to enhance DOTW's service delivery offer to women and children.</li> <li>• Build, maintain and manage strong relationships with leading experts on Maternal Health, Sexual and Gender Based Violence, Sexual and Reproductive Health and Child Health.</li> <li>• Advising on the development of DOTW's family planning services as required.</li> <li>• Coordinating the delivery of specific women and/or children's health-related projects as required.</li> <li>• Act as Safeguarding Champion by leading on safeguarding issues that arise within the Women and Children's clinic, escalating to DOTW Safeguarding Lead as appropriate. .</li> <li>• Lead on the management of complex cases that arise from the Women and Children's clinic by supporting the other service coordinator colleagues and volunteers. .</li> <li>• Continually identify opportunities for service improvement within the project and make recommendations for change.</li> <li>• Manage a personal caseload of cases which are particularly complex, or which require direct staff oversight, with support from the Clinic and Advice Line Lead.</li> </ul>
Representation and communication	<ul style="list-style-type: none"> <li>• Work with the Head of Services and Clinic and Helpline Lead to identify, develop and maintain relationships with external organisations and networks for the benefit of the project (e.g. political institutions and parties, policy bodies, medical colleges, departmental and statutory bodies, research organisations such as universities, think tanks, policy makers, research projects and networks and forums).</li> <li>• Work with staff and volunteers to ensure appropriate representation on policy networks and coalitions where these contribute significantly to organisational and thematic priorities, and give presentations on key health issues to a range of people including political representatives, civil servants and partner organisations</li> <li>• With the direction of the responsible staff member, help respond to media enquiries</li> </ul>

Reporting	<ul style="list-style-type: none"> <li>• Report regularly to the Head of Services on the delivery of the Women and Children's project and any associated projects related to the service against time and budget.</li> <li>• Prepare reports as required on the progress of the project for funders as required.</li> <li>• Support the Head of Services to report to the Board of Trustees on the impact of, and lessons learnt from this work</li> <li>• Work with Head of UK Services to set KPIs for the project and support colleagues to meet donor reporting requirements, by ensuring effective usage of data recording systems by volunteer teams .</li> <li>• Provide the Head of UK Services with regular insight into common casework themes amongst DOTW patients, with a view to informing internal processes and external policy work.</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>• Contribute to the development and delivery of DOTW UK's 5-year plan</li> <li>• Other ad hoc duties as required</li> </ul>

<b>General</b>	<ul style="list-style-type: none"> <li>• To be open to change and demonstrate a flexible and adaptable approach</li> <li>• To work collaboratively with others and be a supportive and effective team member</li> <li>• 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.</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 all our respective audiences and stakeholders and comply with our quality management protocols</li> </ul>
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Key Deliverables	Please Indicate A R or N/A
Delivery and development of DOTW's Women and Children's services	A
Induction, supervision and support for relevant volunteer teams	R
Compliance with regulatory standards	R

**Decision Making Criteria:** A = Accountable, R = Responsible

<b>Level of Budgetary Responsibility</b>	Low
<b>Key Working Contacts</b>	DOTW Services Team, DOTW Policy and Advocacy Team

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

<b>Date Created</b>	September 2021
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# Person Specification

**Job Title**

**Women's and Children's Project Lead**

## PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to....
<b>Communicating with others</b>	Communicates in a timely, accurate and relevant way; listens actively; is positive and persuasive, communicating appropriately and in a corporate manner in all circumstances; can communicate MDM's core mission
<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; strong line management skill and ability; inspires others to excel
<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 in service delivery and patient care; sets and develops benchmarks; takes responsibility; resolves queries; approachable, positive and responsive
<b>Managing Yourself</b>	Actively sets boundaries for self and others; manages the best from people; manages workplace stress appropriately; can delegate well; 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 ....

- Delivering casework or advocacy on behalf of vulnerable individuals
- Delivering successful projects by working in partnership
- Safeguarding and/or working with survivors of sexual and gender-based violence
- Experience working with the health sector, including building relationships with medical professionals
- Managing volunteers to deliver health or social welfare services

## SPECIFIC SKILLS AND KNOWLEDGE

### Essential:

- The ability to plan and manage services that offer outstanding levels of patient care
- Have knowledge of clinical and/or health and social care service provision in the UK, including regulatory requirements and best practice
- Have knowledge of the health needs of excluded populations in the UK
- The ability to reflect critically and contribute to the development of the organisation's impact
- Confidence in working with data, and presenting findings in an accessible and persuasive form
- Supervising and training of volunteers to deliver health or social welfare services
- Managing and motivating volunteers
- Delivering training sessions to patient groups or internal colleagues as required
- The ability to build internal and external relationships to develop and deliver projects
- The ability to manage projects to deliver on time and within budget

### Desirable:

- Have knowledge of the broader social circumstances and challenges facing refugees, asylum seekers and migrants in the UK
- Experience of maternal health
- Lived experience of migration, the asylum system, homelessness or exclusion from health services