

# JOB PROFILE

Job Title	Clinic Helpline and Hospital Access Coordinator
Reporting to	Senior Programme Lead - Clinic and Remote Services
Responsible for	Volunteers
Contract	Full time / Permanent
Location	Stratford / & Canary Wharf (London)  DOTW is currently working remotely for a limited period only. Please note that this role will primarily require face to face work in our office and at our clinic in London once we transition back to in-person working.
Salary	£27,883 per annum

## Overview

Doctors of the World UK (DOTW) is part of the global Médecins du Monde network, which delivers over 350 projects in more than 80 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

DOTW's 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

DOTW tackles health inequalities by helping some of the most marginalised with vulnerabilities in health to access healthcare and wider support services via our clinic and advocacy programme. We provide holistic health assessments for service users to identify risks, stressors and protective factors that might impact on health. You will reduce health inequalities by coordinating our clinic and our advice line (alongside a wider team).

The people that we see often have complex needs and we offer a range of services:

- We offer primary care health checks, healthcare advocacy, we help with referrals, informing on what to expect and advising on rights and charging within the NHS.
- We see people who have been exposed to violence including trafficking and domestic violence and identify needs to ensure on-going support.
- We see people living in destitution and support access to appropriate services.
- The clinic also works with partner organisations to promote health and wellbeing by addressing the wider social and environmental determinants of health.
- We see people refused secondary care and advocate on their behalf to ensure they can access the treatment they are entitled to

You will support the Senior Programme Lead Clinic and Remote Services by providing day-to-day coordination and supervision of our east London clinic and office-based patient helpline. While DOTW works remotely due to the Covid-19 pandemic, this will include coordination of our remotely staffed services. You will provide support and oversight to volunteers delivering these services, including assistance in resolving complex cases on behalf of vulnerable service users, with support from the GP Clinical Lead for clinical concerns.

You will deliver DOTW's secondary care casework through management of a caseload of complex cases, where appropriate challenging a hospital's decision to refuse, delay or charge for care. You will work closely with the rest of the UK Programme Team to identify secondary care cases and will liaise with the Head of UK Services and Policy and Advocacy team to identify cases that are relevant for advocacy purposes. You will collect case studies and testimony from people directly affected by the charging regime as part of an effort to change harmful policy practices. By enabling the organisation to better speak about what we know from our experience of providing advocacy and health services to vulnerable people struggling to access NHS secondary care, you will help effect lasting change for excluded people who are denied their right to healthcare. 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 both colleagues and service users. Your good people skills will be important for this as will your understanding and ability in volunteer management and supervision. You will have substantive experience in working with volunteer teams to deliver health or social care services to vulnerable groups.

You will draw on your experience of delivering effective advocacy on behalf of excluded groups as you work on complex cases and equip and empower volunteers in their roles at Doctors of the World. You will have strong administrative and coordination skills, which you will apply to ensure the smooth delivery of DOTW's services.

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

Key Duties	Key Activities
<ul style="list-style-type: none"> <li>• Clinic Service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Support the UK Services Team to supervise our clinic in east London, including by ensuring adequate (volunteer) staffing levels, exceptional patient care, and compliance with the regulator's (CQC) standards, as well as those of Doctors of the World</li> <li>• In conjunction with the other members of the clinic team, provide day-to-day supervision of our casework and advice line volunteer team, supporting them to manage and resolve complex cases, taking guidance and advice from the Senior Programmes Lead when necessary.</li> <li>• Ensure the service delivers high quality care to high-risk patients, including people who have been trafficked, are in an exploitative situation, are experiencing homelessness or are suffering a mental health crisis.</li> <li>• Be responsible for managing and resolving complex cases, providing oversight and support to volunteers to ensure that the service offered is safe, professional and of high quality.</li> <li>• Ensure the service runs in accordance with DOTW safeguarding and clinical governance policy and ensure all volunteers are all aware of and follow the policies.</li> <li>• Ensure the service operates safely and professionally.</li> <li>• Co-ordinate the collection of feedback from DOTW service users on a monthly basis, ensuring appropriate supervision of volunteers collecting</li> </ul>

	<p>feedback, and providing regular feedback to the wider Services team of results to inform service improvement.</p> <ul style="list-style-type: none"> <li>• With support from the Head of UK Services, co-ordinate DOTW's survey of volunteers on an annual basis, collating feedback and sharing with the Services team, coordinating DOTW response and supporting agreed follow-up actions.</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 UK Programme Team. Manage a personal caseload of secondary care cases and co-ordinate with the Services team to prioritise cases and delegate cases when necessary.</li> <li>• Collect case studies and testimony from people directly affected by the charging regime with support from the Policy and Advocacy team as required.</li> </ul>
• Volunteer Management	<ul style="list-style-type: none"> <li>• Work with colleagues to recruit and assess applicants for clinic and casework volunteer positions.</li> <li>• Work with the Senior Programme Lead and Remote Services and Volunteer Lead to recruit and train volunteers.</li> <li>• Support the Services Team in the coordination and delivery of training sessions for clinic and helpline volunteers.</li> <li>• Provide a comprehensive induction for new volunteers, according to DOTW's agreed processes.</li> <li>• Oversee data capture by volunteers meets necessary standards.</li> <li>• Provide ongoing supervision for volunteers.</li> </ul>
• Administration and Coordination	<ul style="list-style-type: none"> <li>• Ensure the smooth running of clinic and helpline services, through effective administration e.g., resupply of resources and equipment, correspondence, and record keeping.</li> <li>• Continually identify opportunities for operational improvement and make recommendations for change.</li> </ul>
• Reporting	<ul style="list-style-type: none"> <li>• Support colleagues to meet donor reporting requirements, by ensuring effective usage of data recording systems by volunteer teams</li> <li>• Provide the Senior Programme Lead- Clinic and remote services with regular insight into common casework themes amongst DOTW patients, with a view to informing internal processes and external policy work.</li> <li>• Provide the Head of UK Services with regular insight into common casework themes amongst secondary care cases, with a view to informing internal processes and external policy work</li> </ul>
• Positioning Doctors of the World in the UK	<ul style="list-style-type: none"> <li>• Through the Senior Programme Lead, support the wider Doctors of the World team in public policy and advocacy work</li> </ul>
• Regulatory compliance	<ul style="list-style-type: none"> <li>• With support from the Senior Programme Lead maintain excellent, up-to-date knowledge of the internal and external policies which govern DOTW's services, ensuring our clinic and helpline services are compliant with these on an operational level</li> </ul>
• Other Duties	<ul style="list-style-type: none"> <li>• Other ad hoc duties as required</li> </ul>

General	<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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Stakeholder and Customer Service	<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
Supporting the supervision and coordination of the east London clinic and patient helpline	A
Induction, supervision and support for relevant volunteer teams	R
Compliance with regulatory standards	R

Decision Making Criteria: A = Accountable, R = Responsible

Level of Budgetary Responsibility	Low
Key Working Contacts	All Doctors of the World UK teams

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

Date Created	November 2021
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## Person Specification

<b>Job Title</b>	Clinic, Helpline and Hospital Access Coordinator
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### 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 ....
Managing volunteers to deliver health or social welfare services
Delivering casework or advocacy on behalf of vulnerable individuals
Providing administrative support to ensure the effective delivery of health or social welfare services
Experience working in the migration sector, the asylum system, homelessness or exclusion (desirable)

### SPECIFIC SKILLS AND KNOWLEDGE

The successful candidate will have the ability to....	The successful candidate will have knowledge of....
Manage services that offer outstanding levels of patient care	Clinical and/or health and social care service provision in the UK, including regulatory requirements and best practice
Manage and motivate volunteers	The health needs of excluded populations in the UK
Reflect critically and contribute to the development of the organisation's impact	The broader social circumstances and challenges facing refugees, asylum seekers and migrants in the UK (desirable)

Date Created

November 2021