

JOB PROFILE

Job Title	Enfield Outreach Lead
Reporting to	Senior Programme Lead – Outreach Services
Responsible for	Enfield Outreach Support worker
Contract	Immediate start; contract until 31 st October 2022, 3 days per week
Location	Outreach on foot or in Mobile Clinic in Enfield/ and One Canada Square, London E14 5AA (currently working remotely)
Salary	£21,738 pro-rata based on 3 days per week (£36,230 FTE)

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.

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

The Enfield Outreach Lead will play a key clinical role in the development, influence and delivery of services to marginalised groups in Enfield.

The role will be an integral key part of DOTW's mobile clinic outreach team as we deliver a new service to people from the GRT (Gypsy, Roma and Traveller) communities in Enfield. As part of DOTW's Services team, you will support our mobile clinic and outreach team to:

- Deliver weekly outreach sessions in Enfield (mostly on foot)
- Support the effort in increasing the uptake of the COVID19 vaccination among marginalised groups through education and support with vaccinating
- Work alongside the Senior Programme Lead and Enfield Support Worker to provide healthcare and advocacy support
- Support the development of relationships with key partner organisations in Enfield
- Support the effort in improving primary care access for marginalised groups through providing education sessions for local GP surgeries
- Provide first line medical care for service users during outreach sessions; 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 fortnightly Inclusion Health Steering Committee meetings to help influence, shape and steer the service

- Carry out follow up work generated from the weekly outreach sessions.
- Develop best practice on working with service users facing multiple forms of disadvantage
- Carry out some desk work (e.g. on policies, pathways, best practice, report writing) – this can be done remotely or from the DOTW office.

The role will focus on DOTW's work to deliver services for the Gypsy, Roma and Traveller communities, developing best practice within DOTW to provide healthcare in an outreach setting. The service may need to adapt to the changing population needs in Enfield so we may be called upon to support other marginalised groups such as those experiencing homelessness, sex workers and migrants.

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

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Key Duties	Key Activities
Service delivery	<ul style="list-style-type: none"> • Deliver primary care and healthcare access consultations as part of DOTW outreach to people from the GRT communities in Enfield • Deliver primary care consultations as part of DOTW outreach to people from the GRT community in Enfield • Support the Senior Programme Lead in the strategic and operational development of the Enfield project • Ensure adequate staffing levels, exceptional patient care, and compliance with the regulator's (CQC) standards, as well as those of Doctors of the World's, with support from the Senior Programme Lead • Lead on the management of complex cases that arise from the Enfield Project • Ensure that the voices of service users and volunteers are heard in the influence and development of the service • Willing/able to deliver street outreach into the late evening or early morning, in all weathers, on foot • Continually identify opportunities for service improvement within the project and make recommendation for change • Advise internally and externally when required on best practice in relation to delivering healthcare and advocacy services to the groups supported by the Enfield project • Support adaptation of DOTW's internal pathways and policies where appropriate • Develop best practice standards for working with people from GRT communities
Representation and communication	<ul style="list-style-type: none"> • Work with the Head of UK Services and Senior Programme Lead – Outreach Services to identify, influence, 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). • 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 • With the direction of the responsible staff member, help respond to media enquiries
Partnership building	<ul style="list-style-type: none"> • Attend steering group meetings • Attend multidisciplinary meetings • Attend case conferences on individual cases where appropriate • Work with the Enfield public health team to improve COVID 19 vaccine uptake • Support in the delivery of educational sessions for primary care teams in Enfield to improve access for marginalised groups • Build partnerships and networks to ensure the service is promoted and accessed by those who need it most.
Cross organisational work	<ul style="list-style-type: none"> • Work with colleagues in the communications team to ensure that organisational messaging on GRT communities meets best practice; support communication of messages to inform DOTW supporters about the charity's work • Work with fundraising team colleagues to provide advice and insight into fundraising applications for ongoing project funding

Other Duties	<ul style="list-style-type: none"> • Contribute to the development and delivery of DOTW UK's strategic plan • Other ad hoc duties as required which may involve media work
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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	<ul style="list-style-type: none"> • To provide quality customer service to all our respective audiences and stakeholders and comply with our quality management protocols
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Key Deliverables	Please Indicate A R or N/A
Delivery and development of DOTW's Enfield Outreach	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	None
Key Working Contacts	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.

Date Created	October 2021
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Person Specification

Job Title

Enfield Outreach Lead

PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to....
Communicating with others	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
Team working and interpersonal skills	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
Managing Resources	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
Drives Continuous Improvement	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
Customer Services	Strives to achieve excellence in service delivery and patient care; sets and develops benchmarks; takes responsibility; resolves queries; approachable, positive and responsive
Managing Yourself	Actively sets boundaries for self and others; manages the best from people; manages workplace stress appropriately; can delegate well; takes pride in achieving results
Delivery and Meeting Business Plan	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 marginalised groups
- Providing healthcare outside of a regular clinic setting
- Working in collaboration with partners from other sectors

SPECIFIC SKILLS AND KNOWLEDGE

Essential:

- Be a nurse or GP, with experience working as a fully qualified nurse or GP in the UK
- Full professional registration
- Experience of delivering healthcare to marginalised groups
- 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 clinicians and non-clinicians
- Fluency in English
- Clear communication skills

Desirable:

- Minimum 3 years working as a nurse or GP in the UK
- Global health/international NGO experience
- Nurse prescribers welcomed
- Full/clean UK driving license