

# Clinic Support Worker Role Profile

**Role Title:** Clinic Support Worker (non-clinical)

**Reporting to:** Services Team Supervisors.

**Where will you be based:** Doctors of the World Clinic, Stratford, London.

**Commitment requirements:** 2 clinic shifts per month, for 6 months.

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## Why you?

If you are welcoming, empathetic, a good listener and passionate about upholding the right to healthcare, this role could be a great fit for you!

Clinic Support Workers are the main point of contact for patients who visit our clinic. They carry out interviews with patients to determine their needs and to provide appropriate advice and support. Clinic Support Workers act as advocates and liaise with NHS service providers to link people to the care they need.

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## What you will be doing

- You will be the first point of contact for patients in a health promotion setting.
- Listening to peoples' needs and identifying other support services.
- Helping patients with GP registration and administration needs & advocating on their behalf to NHS services.
- Taking on in-depth and complex casework where patients may face significant barriers to accessing healthcare.
- Completing data collection forms with the service user.
- Liaise with all internal staff and volunteers.

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## What you'll need

- The desire to help people in vulnerable situations.
- Knowledge of the UK healthcare system.
- Non-judgmental attitude towards patients from diverse backgrounds.
- Good social and communication skills.
- Confident telephone manners.
- Computer literacy - Microsoft systems, Microsoft Office and Google.
- 2 doses of MMR vaccine or positive antibody tests for measles and rubella\*.
- Fluency in other languages and confidence working with interpreting services are desirable but not essential.

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Please note, the Doctors of the World Clinic is currently open 3 days per week. Tuesday, Wednesday and Thursday. Our Women and Children clinic is running on Tuesdays, which means only women staff and volunteers will be permitted in the clinic.

To apply, please upload the completed application form and your CV following the relevant link on our [website](#).

The HR onboarding and induction process may take several weeks. Please take this into account when applying, to make sure that our minimum commitment request matches your availability. Volunteers should be able to start volunteering within three weeks from the interview.

\* As per national guidelines, everyone who has direct contact with people in healthcare settings should be up to date with routine immunisations. If you are unsure of your vaccination status or have not been fully vaccinated, then you can speak to your GP. Vaccination against measles, mumps and rubella are part of the routine childhood immunisation schedule. You can receive them for free from your NHS GP surgery. You will be able to volunteer one month after completing the vaccination course.

All volunteers must be based in the UK.