

JOB PROFILE

Job Title	Services Coordinator
Reporting to	Senior Programme Lead
Responsible for	Volunteers and interns
Contract	3 days per week, Wednesdays – Fridays, Fixed Term contract (1 year)
Location	Hybrid – at least two days per week at outreach locations in London / DOTW's Office in east London
Salary	£31,900 (Grade 6) (pro-rated)

Overview

Doctors of the World UK (DOTW) is part of the global Médecins du Monde (MdM) network, which delivers over 400 projects in more than 70 countries through 6,000 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.

DOTW'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 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.

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 over £10,000,000 for overseas programmes, helped more than 20,000 people in the UK get access to healthcare and fought for health as a human right for all.

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.
- We work 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.

As a member of DOTW's services team, central to your role will be the day-to-day operational coordination of our services. You will provide support and oversight to volunteers delivering these services, including ensuring adherence to DOTW's policies and procedures, assisting volunteers in resolving complex cases on behalf of service users in vulnerable situations and coordinating and prioritising casework.

While the role will focus on delivering DOTW’s outreach services, you will be deployed to support other service strands as required. DOTW’s outreach service has at its heart a mobile medical unit. You will have a full, clean driver’s licence and will be able to demonstrate your experience as a driver. You must be comfortable driving a large van (it is long and wide, though no additional licence is needed as the vehicle is less than 3.5tn). Experience driving minibuses or large goods vehicles is desirable.

You will draw on your experience of delivering effective advocacy on behalf of excluded groups and your highly effective coordination and multi-tasking skills. You will lead by example when working with our volunteers and working directly on cases, demonstrating your emotional agility, tenacity, resilience, compassion, and your ability to work calmly under pressure when working with those in complex situations, which can include managing situations of acute mental health or other medical crises, trafficking and exploitation, violence, abuse, substance misuse, homelessness or destitution. You will be supported to ensure that you can confidently manage your own health and safety and the health and safety of volunteers when working with people engaging with our services, in recognition of general elevated risks when delivering frontline services to a wide variety of people, particularly in situations where you may occasionally be required to work alone.

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. 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. Your excellent people skills will be important for this, as will your understanding and ability in volunteer management and supervision and your substantive experience in working with volunteer teams to deliver health or social care services to vulnerable groups.

DotW’s outreach service has at its heart a mobile medical unit. You will have a full, clean driver’s licence and will be able to demonstrate your experience as a driver. You must be comfortable driving a large van (it is long and wide, though no additional licence is needed as the vehicle is less than 3.5tn). Experience driving minibuses or large goods vehicles is desirable.

We recognise that working in front-line roles in this sector brings people into contact with trauma regularly. Employees need great resilience which DOTW makes every effort to support. You will be joining an experienced team, with a Head of Services who will help you prioritise your work, develop your skills, and support you and your wellbeing. You will be supported through regular line management and clinical supervision.

We also recognise that members of our Services team must feel equipped and confident to manage a wide variety of immediate and complex situations pertaining to an individual’s health and safety. All team members responsible for directly managing and supervising DOTW’s services will be supported to ensure adequate skills in Basic Life Support, First Aid, Adult and Child Safeguarding, managing complex mental health situations, understanding and making decisions in accordance with the Mental Health Capacity Act, supporting destitute families, developing their understanding of managing situations of homelessness, and using trauma-informed approaches.

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"> • Coordinate and deliver DOTW clinics and outreach sessions (up to twice per week) in partnership with sector organisations, ensuring exceptional patient care, compliance with CQC and DOTW standards, and supporting volunteers to manage and resolve complex cases, seeking guidance from the Senior Programme Lead where required. • Provide supervision and support to our advice line, casework and outreach volunteers, ensuring the service consistently delivers high-quality care particularly to high-risk individuals, including people who have been trafficked, are in exploitative situations, are experiencing homelessness, or are in mental health crisis. • Cover the delivery of the advice line and casework when service capacity is stretched.

	<ul style="list-style-type: none"> Independently manage and resolve complex cases, offering oversight and guidance to volunteers to ensure the service remains safe, professional, and of a high standard. Manage a personal caseload of particularly complex cases or those requiring direct staff oversight. Ensure the service operates in line with DOTW's policies, and that all volunteers are aware of and follow these policies. Support DOTW to ensure excellent patient care, compliance with the regulator's (CQC) standards as well as those of Doctors of the World Act as a Safeguarding Champion within DOTW's services, making safeguarding decisions and referrals within scope, and seeking guidance or escalation where additional support or input is needed. Coordinate the monthly collection of feedback from DOTW service users, ensuring proper supervision of volunteers during the process and sharing feedback with the wider Services team where necessary to inform ongoing service improvement. Identify and recommend opportunities for service improvement on an ongoing basis.
Volunteer Management	<ul style="list-style-type: none"> Support volunteer recruitment by conducting weekly interviews. Deliver comprehensive inductions for new volunteers in line with DOTW's agreed processes, including shadowing sessions when needed. Provide ongoing supervision and support to volunteers throughout their placements.
Partnerships	<ul style="list-style-type: none"> Assume responsibility for the successful day-to-day delivery of services delivered in partnership, ensuring close operational coordination with delivery partners, and maintaining trusting, collaborative relationships that ensure effective service delivery. Provide regular updates on partnership-related service delivery to the Senior Programme Lead
Administration and Coordination	<ul style="list-style-type: none"> Ensure the smooth running of services, through effective administration e.g. correspondence and record keeping. Continually identify opportunities for operational improvement and make recommendations for change. Ensure robust data collection across the project.
Reporting	<ul style="list-style-type: none"> Support colleagues to meet donor reporting requirements, by ensuring effective usage of data recording systems by volunteer teams. Provide the Services Team with regular insight into common casework themes amongst DOTW patients, with a view to informing internal processes and external policy work.
Regulatory compliance	<ul style="list-style-type: none"> 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 services are compliant with these on an operational level.
Other Duties	<ul style="list-style-type: none"> Other ad hoc duties as required

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 DotW, 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
Co-ordination of DOTW's services	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	April 2026
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Person Specification

Job Title

Services Coordinator

PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to....
Communicating with others	Communicate in a timely, accurate and relevant way; listens actively; is positive and persuasive.
Team working and interpersonal skills	Actively contribute across teams to good team working and team relationships; support others to achieve their aims; build consensus; is friendly, helpful and supportive team player; feel comfortable within what can sometimes be a busy and demanding environment.
Managing Resources	Work in an efficient and effective manner; seek to achieve the greatest impact
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
Delivering health or social welfare services
Delivering casework or advocacy on behalf of people from marginalised groups
Providing sensitive, safe and motivating support to distressed people in vulnerable situations
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)
Managing volunteers to deliver health or social welfare services
Working successfully with translators

SPECIFIC SKILLS AND KNOWLEDGE

Essential	Desirable
<ul style="list-style-type: none">• Full/clean UK driving licence.• Knowledge and demonstrable application of UK safeguarding processes and requirements.• Ability to effectively support and advocate for others to navigate the asylum and UK health systems, and to access statutory systems.• Experience working with vulnerable groups or volunteer-led services• Full/clean UK driving licence, and experience/confidence driving vans/minibuses.• Confidence in resolving complex cases and supervising/providing feedback to volunteers• Excellent administrative and multi-tasking/coordination skills.• Excellent communication skills.• Ability to build positive working relationships internally and externally to support service delivery.• Strong IT skills and confidence working between multiple platforms simultaneously in time-pressured circumstances (for example, working between Microsoft applications, encrypted email and database platforms).• Ability to demonstrate alignment with the principles and values of the Médecins du Monde network.• Fluency in English.	<ul style="list-style-type: none">• Knowledge of excluded populations' entitlement to healthcare in the UK.• Global and/or public health and/or international NGO experience.

Date Created

April 2026