



Student Placement Role Profile

Role Title: Student Placement (non-clinical).

Reporting to: Services Team Supervisors.

Where will you be based: Hybrid – Home, DOTW Clinic (Stratford) & Outreach Services (East London) .

Commitment requirements: 25 days (Monday to Friday) spread over 5, 6 or 8 weeks + 1 day.

(We kindly ask for a minimum commitment of 3 days per week).

Expenses: Travel can be reimbursed up to £15 per day on face to face days. Lunch on face to face days can be reimbursed up to £5.

Why you?

If you are friendly, empathetic, a good listener and passionate about upholding the right to healthcare, this role could be a great fit for you! Student Placement volunteers are the main point of contact for patients who call our advice line and visit our East London Clinic. They carry out interviews to determine peoples' needs and provide appropriate advice and support. They act as advocates and liaise with NHS service providers to link our patients to the care they need.

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 patient.
- Responding to queries on our advice line.

Student Placement volunteers are usually allocated one Clinic shift per week. The rest of the week will be spent on our advice line and following up complex cases.

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.
 - To be up to date with routine immunisations (Diphtheria, Tetanus and Polio).
 - Evidence of 2 doses of MMR vaccine or positive antibody tests for measles and rubella.*
 - Fluency in other languages/confidence working with interpreting services are desirable but not essential.
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It is important to stress that these are non-clinical placements, and we are unable to offer the opportunity to do any clinical work or shadow our volunteer GPs and nurses.

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

The HR onboarding/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.