



Argentina | Belgium | Canada | France | Germany | Greece | Italy | Japan | Luxembourg | Netherlands | Portugal | Spain | Sweden | Switzerland | Turkey | United Kingdom | United States of America

## JOB PROFILE

<b>Job Title</b>	<b>Outreach Clinician</b>
<b>Reporting to</b>	Senior Programme Lead – Outreach Services
<b>Responsible for</b>	Volunteers (as required)
<b>Contract</b>	Between 0.6 and 1 FTE Fixed term contract for 6 months or 12 months (negotiable)
<b>Location</b>	Outreach locations including in Northeast London (4 boroughs), Southwest London & DotW Office 80-92 High Street, London E15 2NE
<b>Salary and contract</b>	£38,000 (FTE), 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

This position is an integral role with DOTW's outreach services, which includes (but is not limited to) delivering commissioned services in North East London to provide asylum seekers with fair and equal access

to primary medical services, delivering primary care within a HIV outreach project, and providing support as required to DOTW's work at Home Office contingency accommodation.

Our commissioned outreach to Home Office hotel accommodation includes conducting initial health assessments and providing support to address any urgent care needs and any required referrals, as well as facilitating GP registration and paperwork to support access to healthcare. Our work with the Africa Advocacy foundation to deliver HIV support and testing services includes offering clinical consultations to those not registered with a GP.

As part of DotW's Services team, you will support our mobile clinic and outreach team to:

- Provide an assessment of health status of service users and their dependents (adult and child) and addressing health issues of any immediate concern.
- Appropriate assessment, triage and care provided to service users presenting with minor illness and more complex health issues arising from the health assessment.
- Ensure residents with urgent health and/or safeguarding concerns are referred on appropriately.
- Ensure statutory safeguarding responsibilities are adhered to.
- Advocate on behalf of service users to fellow medical professionals within the NHS.
- Carry out follow up work generated from outreach sessions if required.

While the role will focus on DotW's work to deliver services for people seeking asylum based in contingency accommodation, you will be deployed to support other projects as required and assist in developing best practice within DotW to provide healthcare in outreach settings, adapting services to meet the dynamic nature of the population.

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.

Where required, you will provide support and oversight to clinical volunteers assisting with the delivery of clinical consultations and assessments, 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. 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.

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 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.

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 essential 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 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 and 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.

You will demonstrate openness, responsiveness and positive attitude in the role and possess excellent interpersonal and communication skills. You will be a self-starter who thrives on the challenge of being in a dynamic organisation that works at home and abroad.

You will be driven to excel in your work and thrive in a fast-paced environment and supportive team that is committed to the highest levels of personal and team performance and the delivery of high quality, person-centred healthcare services.

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

Key Duties	Key Activities
Service Delivery	<ul style="list-style-type: none"> <li>• Deliver primary care consultations as part of DotW's outreach team</li> <li>• Support the Senior Programme Lead with insights into project progress and the needs of the population.</li> <li>• Lead on the management of complex cases that arise from DOTW's outreach services as required.</li> <li>• Willing and able to work flexibly to ensure good service coverage and appropriate targeting of different groups within accommodation settings.</li> <li>• Continually identify opportunities for service improvement within the project and make recommendation for change.</li> <li>• Advise internally and externally when required on best practice in relation to delivering healthcare and advocacy services to the population supported by the project.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>• Support any collation of best practice standards for delivering clinical services to people residing in Home Office contingency accommodation.</li> <li>• Where required, provide oversight and support to volunteers to ensure that the service offered is safe, professional and of high quality.</li> </ul>
Representation and communication	<ul style="list-style-type: none"> <li>• Support the Head of UK Services and Senior Outreach Services Lead to identify, develop, and maintain relationships with external organisations and networks for the benefit of our outreach services, including statutory bodies, accommodation providers, partners and other charitable organisations.</li> <li>• With the direction of the responsible staff member, help respond to media enquiries as required.</li> </ul>

Key Duties	Key Activities
Partnership building (in the absence of or to support the Senior Programme Lead)	<ul style="list-style-type: none"> <li>Attend steering group meetings as required.</li> <li>Attend multidisciplinary team meetings as required.</li> <li>Attend case conferences on individual cases where appropriate.</li> <li>Work with the Senior Programme Lead to support in the delivery of informative sessions for residents and stakeholders to promote our outreach services.</li> <li>Build partnerships and networks to ensure our services are promoted and accessed by the populations we are targeting.</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	Other ad hoc duties as required which may involve media work.

<b>General</b>	<ul style="list-style-type: none"> <li>To be open to change and demonstrate a flexible and adaptable approach; work collaboratively with others and be a supportive and effective team member.</li> <li>To ensure that all activities undertaken, externally or internally, are executed in accordance with the overall aims of the organisation and in line with policies and procedures.</li> <li>To participate in training and other activities as requested by the organisation.</li> </ul>
<b>Stakeholder and Customer Service</b>	<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>

Key Deliverables	Please Indicate A R or N/A
Delivery and development of clinical components of DotW's outreach services	A
Ensure service specifications are adhered to	R
Compliance with regulatory standards	R

**Decision Making Criteria:** A = Accountable, R = Responsible

<b>Level of Budgetary Responsibility</b>	Low
<b>Key Working Contacts</b>	Primarily DotW Services team, accommodation providers in contingency accommodation sites and other outreach partners/external providers specific to each project. Other DotW departments as required including Policy & Advocacy and Finance.

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

<b>Date Created</b>	August 2024
---------------------	-------------

# Person Specification

**Job Title** Outreach Clinician

## PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to....
<b>Communicating with others</b>	Demonstrate effective communication - sharing information, ideas and experiences, presentation skills.
<b>Team working and interpersonal skills</b>	Commit to working co-operatively with others and understand how to influence others to achieve objectives in an effective way.
<b>Managing Resources</b>	Assume accountability for resources in terms of managing people, budget, information, and responsibility.
<b>Drives Continuous Improvement</b>	Push the boundaries of performance and raise quality. A core element is a focus on striving for continuous improvement and the ability to take initiative.
<b>Customer Services</b>	Listen to and address the needs of others as customers, including patients. It includes seeking and welcoming feedback from others and acting on that feedback.
<b>Managing Yourself</b>	Take a proactive and flexible approach to maintaining and developing own knowledge and skill base.
<b>Delivery and Meeting Business Plan</b>	Understand what needs to be done; stretches to deliver it effectively. All employees demonstrate a positive 'can do' attitude.

## RELEVANT EXPERIENCE

### The successful candidate will have experience of ....

Providing healthcare to excluded groups especially people seeking asylum and people with precarious immigration status
Providing healthcare outside of a regular clinic setting
Working in collaboration with partners from other sectors
Providing sensitive, safe and motivational support to distressed people in vulnerable situations
Successfully providing services through translators
Delivering healthcare in an agile and responsive manner in accordance with patient needs and delivery context.

## SPECIFIC SKILLS AND KNOWLEDGE

**Essential**

**Desirable**

<ul style="list-style-type: none"> <li>• Fully qualified GP with full GMC registration and license to practice.</li> <li>• Current or recent clinical experience in the UK.</li> <li>• In-depth knowledge of UK health system.</li> <li>• Able to network and build relationships internally and externally to develop partnerships.</li> <li>• Full/clean UK driving license.</li> <li>• Ability to demonstrate alignment with the principles and values of the Médecins du Monde network.</li> <li>• 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.</li> <li>• Ability to demonstrate current BLS; Adult Safeguarding Level 3; Children and Young People Safeguarding Level 3; and up to date mandatory vaccinations in line with the Green Book.</li> <li>• 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)</li> <li>• Excellent administrative and multi-tasking skills.</li> <li>• Excellent communication skills</li> <li>• Ability to build positive working relationships internally and externally to support service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of excluded populations' entitlement to healthcare in the UK.</li> <li>• Global and/or public health and/or international NGO experience.</li> </ul>
---	---

<b>SPECIFIC ATTRIBUTES</b>	

<b>Date Created</b>	August 2024
---------------------	-------------