

JOB PROFILE

Job Title	Outreach Senior Caseworker
Reporting to	Senior Programme Lead - Outreach Services
Responsible for	Volunteers and interns
Contract	Full time Fixed term contract 6 or 12 months (negotiable)
Location	Outreach locations including in Northeast London (4 boroughs), Southwest London & DotW Office 80-92 High Street, London E15 2NE
Salary	£27,550

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 in DOTW's outreach team which will include (but not be limited to) playing a key role in the delivery of services to people seeking asylum in contingency accommodation in Northeast London (specifically in 4 boroughs; Newham, Redbridge, Tower Hamlets and Hackney) and delivering primary advocacy within a HIV outreach project.

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

- Proactively promote DotW's services at individual accommodation sites and other outreach settings, engage service users, and manage patient flow by booking and prioritising appointments using non-clinical triage guidance
- Provide social assessments for service users and their dependents (adult and child) and escalating health issues of any immediate concern.
- Ensure service users with urgent health and/or safeguarding concerns are referred on appropriately.
- Ensure statutory safeguarding responsibilities are adhered to.
- Support service users to apply for health-related benefits where relevant
- Advocate on behalf of service users to support registration with local GP practices and supporting the smooth transfer of patient information
- Carry out follow up work generated from outreach sessions if required

- Supporting the collection and collation of feedback from service users as 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.

As part of the core delivery team for outreach services, you will support the direct delivery of services, and where required provide support and oversight to non-clinical volunteers assisting with outreach delivery 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 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, 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 inter-personal 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 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"> • Support the delivery of primary care consultations as part of DotW outreach team; through proactive service promotion, service user engagement, triaging and managing patient flow and attendance, conducting initial record creation for service users, gaining consent and conducting social assessments, and assisting with applications for health-related benefits.

	<ul style="list-style-type: none"> • Willing and able to work flexibly to ensure good service coverage and appropriate targeting of different groups within DOTW's outreach settings • Continually identify opportunities for service improvement within the project and make recommendation for change. • Support DotW to ensure excellent patient care, compliance with the regulator's (CQC) standards as well as those of Doctors of the World. • Provide support to ensure that DOTW's outreach services deliver high quality care to high-risk patients, including people who have been trafficked, are in an exploitative situation, are experiencing homelessness or are suffering a mental health crisis. • Where required, manage and resolve complex cases. • Where required, provide oversight and support to volunteers to ensure that the service offered is safe, professional and of high quality. • Where required, support the collection of feedback from DotW's services to support service improvement. • Continually identify opportunities for service improvement within the project and make recommendations for change.
Reporting	<ul style="list-style-type: none"> • Ensure robust data collection across the project.
Administration and Coordination	<ul style="list-style-type: none"> • Ensure the smooth running of outreach services, through effective administration e.g. correspondence and record keeping. • Continually identify opportunities for operational improvement and make recommendations for change.
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 outreach 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
Delivery of non-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

Level of Budgetary Responsibility	Low
Key Working Contacts	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.

Date Created

August 2024

Person Specification

Job Title

Outreach Senior Caseworker

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 and motivating volunteers
Working successfully with translators

SPECIFIC SKILLS AND KNOWLEDGE

Essential	Desirable
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<ul style="list-style-type: none"> • Full/clean UK driving licence. • Knowledge 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. • Confidence in resolving complex cases and supervising/providing feedback to volunteers • Excellent administrative and multi-tasking 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.
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