ROLE PROFILE

Role Title	**Safe Surgeries Programme Lead**
Reporting to	Senior Policy & Advocacy Manager
Responsible for	Volunteers, volunteer GPs, lived experience volunteers
Location	Hybrid-working. Working from office in Cambridge Heath , E2 and from home, with travel to London, within the UK and internationally as required.
Contract	Part time (3 days a week) – 2-year contract
Salary	£21,027.45 per annum (pro-rata). Based on 0.6 FTE of a full-time equivalent salary of £35,045.75 per annum.

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, from Gaza and Ukraine, to Myanmar, Greece, DRC, Italy, and Nepal. We deliver both emergency and planned medical care, staying to support people for the long term. We advocate directly for the rights of everyone to access healthcare, no matter who they are or where they are from.

In the UK, we deliver our own domestic programme supporting people excluded from healthcare, including people seeking asylum and those experiencing homelessness, and call for an end to health inequalities to ensure access to healthcare for all.

Our vision is of a world in which people affected by war, natural disasters, disease, hunger, poverty, or exclusion get the healthcare they need.

Job Purpose

The Safe Surgeries Lead will play a key role in the Doctors of World (DOTW) UK policy and advocacy team and organisation, delivering a programme to advance the right to primary healthcare in the UK.

Doctors of the World (DOTW) UK's Safe Surgeries Programme improves access to primary care services for refugees and migrants across the UK. The postholder will lead the following three streams of work:

- Growing the reach and impact of the programme through engagement with primary care providers and commissioning bodies.
- Delivering a training programme, resources and quality frameworks
- Managing the Safe Surgeries Network through community newsletters and stakeholder communication

Key Duties	Key Activities

Project delivery	• With Senior Policy & Advocacy Manager and lived experience experts, develop a) a strategy to build support for and grow DOTW's *Safe Surgeries programme* with primary care commissioners, health education bodies and NHS England / Scotland /Wales through partnerships and b) training programmes for NHS primary care services. • Implement *Safe Surgeries Programme* strategy and training programme. • Build and coordinate a team of volunteers (primary care clinicians and lived experience experts) to support delivery of training & support local engagement. • Identify appropriate areas or forums to disseminate Safe Surgeries training and e-learning offer • Maintain and update database of places where Safe Surgeries is sponsored and training is advertised • Maintain and develop training programmes, including e-learning module, and resources for NHS primary care services, collecting evidence of uptake and impact and case studies.
Representation and communication	• Lead on communications to the Safe Surgeries network and primary care providers through newsletters, emails, presentations, meetings and participation in external forums. • Identify, develop and maintain relationships with external organisations, individuals and networks. • Deliver high-quality training to healthcare professionals and other stakeholders. • Maintain and expand Safe Surgeries training capacity, primarily through recruitment and training of volunteers
Internal data and analysis	• Maintain up-to date Safe Surgeries records and data of training sessions delivered; feedback requests sent and feedback received. • Developing and maintaining automated procedures for data collection, management of complex datasets and appropriate analysis and presentation • Prepare and analyse data for advocacy and research reports
Management	• Line Manage volunteers (primary care clinicians and lived experience volunteers), overseeing their work to coordinate the Safe Surgeries Programme and implementation.
Finance	• Manage Safe Surgeries project budget
Reporting	• Support the monitoring of the Safe Surgeries project • Report regularly to the Senior Policy & Advocacy Manager on the delivery of the project.

Other Duties	• Other ad hoc duties as required

General	• To be open to change and demonstrate a flexible and adaptable approach • Actively seek expertise and perspectives of lived experience experts. • To work collaboratively with others and be a supportive and effective team member • To ensure that all activities undertaken on behalf of Doctors of the World UK, 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.

Stakeholder and Customer Service	To provide quality customer service to all our respective audiences and stakeholders and comply with our quality management protocols

Level of Budgetary Responsibility	Low
Key Working Contacts	Internally: Policy and advocacy team Externally: Partner organisations, statutory agencies, volunteers

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

Person Specification

Job Title	Safe Surgeries Lead

PERSONAL COMPETENCIES	
Competency Title	**The successful candidate will be able to....**
Communicating with others	Use strong interpersonal and communication skills, both written and verbal, to build relationships with a wide range of audiences.
Team working and interpersonal skills	Promotes a constructive climate; actively contributes across teams to good team working and team relationships; supports others to achieve their aims; builds consensus; is friendly, helpful and supportive
Managing Resources	Work in an efficient and effective manner; seeks to achieve the greatest impact; is cost-conscious
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; sets and develops benchmarks; takes responsibility; resolves queries; approachable, positive and responsive
Managing Yourself	Moderate project management skill, experience and ability; 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 ....
Working to advance the rights of excluded populations
Working in partnership / across organisations
Working with lived-experience experts
Education / training resource development and delivery
Presenting information externally, for example: presentations or training sessions
Working with interacting IT systems
Working with or in the UK primary care sector
Managing volunteers (desirable)

Lived experience of migration, the asylum system and/or exclusion from health services **(desirable)**
Working in the UK primary care sector (for example, GP, nurse, primary care navigator, social prescriber), or in an ICB, public health team or health inclusion team **(desirable)**

SPECIFIC SKILLS AND KNOWLEDGE	
The successful candidate will have the ability to....	**The successful candidate will have knowledge of....**
Communicate verbally and in writing at a level appropriate for high level external representation (meetings, presentations, training sessions) and ability to tailor communications to different audiences and cultures	The UK health service and primary care system.
Forge relationships internally and externally to develop partnerships	Primary Care commissioning, UK health public policy context including current priorities with regards to inclusion health and inequalities.
Work independently, prioritise effectively and work to deadlines	Migrants' entitlement to healthcare in the UK.
Behave pro-actively, looking for and maximising opportunities and relationships	Training and professional development pathways, and systems within the NHS (in particular in relations to primary care) **(desirable)**
Maintain datasets	Outlook, MS Office
	Data Management

Date revised	October 2026