

ROLE PROFILE

Job Title	Volunteer Student Placement (non-clinical)
Reporting to	UK Clinic and Helpline Lead

Overview

Doctors of the World UK (DOTW) is part of the global Médecins du Monde network, which delivers over 300 projects in more than 70 countries through 3,000 volunteers.

In the UK, we run clinic and advocacy programmes that provide medical care, information and practical support to excluded people, such as destitute migrants, sex workers and people with no fixed address. During the COVID-19 crisis, we have had to make the difficult decision to temporarily close our drop-in service, however, we continue to support people through the advice line and remote GP consultations.

When anyone calls, we check whether they are aware of the current COVID-19 guidance, screen for symptoms, and ensure they have access to information on COVID-19 in community languages. We've continued to provide support to those people who presented with other health issues, or required help to access antenatal care, terminations, mental health support, inhalers, to register with GPs, and more.

Our services are staffed by volunteer support workers, caseworkers, nurses and doctors. These volunteers provide a highly empathetic and practical service to our service users. As a Volunteer Student, you will support our clinic and advice line team and perform the duties of a clinic support worker and caseworker.

You will gain experience working within a humanitarian organisation making a real difference, and have the opportunity to gain and develop further transferrable skills through the variety of engaging work you will be involved in, as well as regular training sessions. Daily debriefs and regular supervisions are just part of the support our small team provides.

Job Purpose

Caseworkers and clinic support workers are the main point of contact for service users, who call the advice line or attend the walk-in clinic or outreach services. They carry out social consultations with service users to determine their needs and to provide appropriate advice and support. Caseworkers also follow up on more in-depth and complex cases from our clinic or other outreach work. They act as an advocate and liaise with NHS service providers to link service users to the care they need.

Students sit across both these roles. Tasks may include answering calls to the advice line and supporting service users to access mainstream healthcare services, such as GP surgeries, antenatal care, mental health support and termination of pregnancies. Students will also carry out complex cases and postnatal care follow ups and collect service users' feedback.

Please note that while the clinic and advice line are operating remotely, students will be home based. There may be the opportunity to provide face to face support should the walk-in clinic re-open in the future.

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.

Commitment required: Placements are for a minimum of 25 days. Usually volunteers do five days a week spread over five consecutive weeks or 3-4 days a week spread over 2-3 months.

Key Duties

- Acting as a first point of contact for service users in the clinic or health promotion setting
- Listening to service users' needs and identifying other support services
- Completing data collection forms with the service user
- Helping service users with registration and administration needs and advocating on their behalf to NHS services
- Taking on more in-depth and complex casework where service users are more vulnerable or face significant barriers to accessing healthcare
- Responding to enquires to our advice line

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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 DOTW's respective audiences and stakeholders and comply with the organisation's quality management protocols
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Key Working Contacts	<ul style="list-style-type: none"> All internal staff and volunteers, service users, NHS services and other healthcare providers
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This is not intended to be an exhaustive list. Your role profile may be subject to change.

Date Created	August 2020
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Person Specification

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PERSONAL COMPETENCIES	
Competency Title	The successful candidate will be able to....
Communicating with others	<ul style="list-style-type: none"> Demonstrate effective communication, sharing information, ideas and experiences.
Team working and interpersonal skills	<ul style="list-style-type: none"> Work cooperatively with others and understand how to influence others to achieve objectives in an effective way. Cooperate in their team and across DOTW, respect and listen to different views/opinions, welcome new staff and volunteers to DOTW, treat all people with respect and avoid any behaviour that is, or might be seen as, less than honourable.
Managing resources	<ul style="list-style-type: none"> Ensure proper use of DOTW's resources and information, not disclose or use DOTW information outside the normal requirements of their role, and not misuse DOTW systems (e.g. IT).
Drives continuous improvement	<ul style="list-style-type: none"> Show flexibility, a willing approach towards change and strive for continuous improvement.
Customer service	<ul style="list-style-type: none"> Listen to and address the needs of others as customers, including service users. This includes seeking and welcoming feedback from others and acting on that feedback. Deal with customers in a courteous and polite manner and ensure they respond to queries efficiently and effectively.
Managing yourself	<ul style="list-style-type: none"> Take a proactive and flexible approach to maintaining and developing own knowledge and skill base.
Delivering and meeting business plan	<ul style="list-style-type: none"> Understand what needs to be done and deliver it effectively. Demonstrate a positive 'can do' attitude, meet their performance standards and balance long-term requirements

	against short-term objectives.
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SPECIFIC SKILLS, KNOWLEDGE & PERSONAL QUALITIES

The successful candidate will have:

- Essential**
- The desire to help vulnerable people
 - A non-judgemental attitude towards service users from diverse backgrounds
 - Good social and communication skills
 - A confident telephone manner
- Desirable**
- Fluency in other languages
 - Confidence working with interpreting services

Please Note	Using the role description, person specification and information provided, please detail why you are suitable for the role in the application form. Please draw on relevant past experience and training (e.g. experience working with vulnerable groups) to complete this section.
Date Created	August 2020