



Hospital Navigator Volunteer

Role Profile

Job Title:	Hospital Navigator Volunteer
Salary:	None, voluntary position. Reasonable travel expenses may be claimed.
Department:	Young Person's Supported Accommodation (YPSA)
Reports to:	Hospital Navigator Coordinator
Hours of work:	Flexible (Minimum expectation, 4 hours per week)
Location:	Oxford City (John Radcliffe Hospital)

Applications will be reviewed as and when they are received.

To apply, please send an interest form to recruitment@oxfordshireyouth.org alternatively, [click here](#) for more information.

Shortlisted candidates will be invited to an interview to meet the team and find out more about the programme.

Purpose

An **Oxfordshire Youth Hospital Navigator Volunteer** will provide support to Oxfordshire Youth staff and young people within our Hospital Navigator scheme. The post holder **will passionately believe in the potential of all young people** to achieve their goals.

An Oxfordshire Youth, Hospital Navigators Volunteer will be an advocate for young people.

Oxfordshire Youth Hospital Navigators Volunteers do not have fixed hours, but commit to flexible hours to suit their availability and staff needs. Shifts are available 7 days per week.

Join our dynamic team YPSA Team to coordinate the ground-breaking Intervention programme - Hospital Navigator. With an increase in the number of young people presenting at emergency departments due to serious violence, mental health issues, and substance abuse, we are addressing an urgent need for signposting young people to support services following discharge from A&E.

The **Hospital Navigators** will establish trust with young people who arrive at the JR hospital due to pre-existing concerns such as substance addiction, mental health issues, personal care, and violence itself. When in the hospital, there is an opportunity for the young person to reflect and be open to intervention. A volunteer in a dedicated Navigator role would request permission to refer the young person to a third-party agency that can provide the necessary specialist support. This moment may assist in redirecting the young person back into the community via a different pathway. The volunteer would connect them with a local support agency/charity that would assist them in reintegrating into the community, building resilience, and providing mentoring to prevent repeat occurrences that could lead to their hospitalisation.

The Navigator Coordinator will supervise Hospital Navigator volunteers. Once the navigator has gained the young person's trust and agreement, they will prepare an assessment and referral form that includes the type of difficulties, services available for referral, and the type of communication the client prefers.

Main volunteering duties

- Work within a busy A&E and the Medical Assessment Unit (MAU) within JR hospital setting
- Liaise with the triage nurse team once people are medically cleared, to screen and offer signposting to appropriate services outside of the hospital
- Liaise with the A&E rapid response team to identify patients readmitted multiple times, and offer information to try to help reduce further re-admission
- Require administrative skills and be able to use IT, including finding out information from the internet on where and how to access services.
- Work within a team of people including doctors, nurses, and physiotherapists.
- Some important skills include good communication with people, and the ability to listen and build trust in a relatively short time frame.

This role profile is subject to amendment following discussion with the post holder and daily tasks will be determined by the needs of the young people and staff.

What you will gain

You will gain valuable experience and receive high-quality training to ensure you feel confident and motivated to support different aspects of Youth work. You will learn about teamwork, building and maintaining groups and recognising group dynamics.

Available training includes Safeguarding Levels 1 and 2 and GDPR. In addition, it will be possible to have further discussions about available opportunities for a Diploma in Youth Work Practice. Please note that some of this training is mandatory and you will only be able to volunteer if you complete this training.

All volunteers must undergo a DBS check.
Equipment will be provided.

Support for You

- Training and development opportunities in safeguarding level 2, self-harm and trauma-informed training, Mental Capacity Act, GDPR, Motivational interviewing and suicide prevention.
- Networking and social opportunities to meet sector partners and staff members.
- Ongoing day-to-day support and guidance from your team.
- Regular one-to-ones with a member of OY staff appointed to support you during your time with us.

Skills Required

We welcome volunteers over 18 years old and from all backgrounds and levels of the community. No previous experience is required, just an enthusiasm for getting involved.

However, we are looking for volunteers to demonstrate the following key skills and abilities:

- Good administration skills
- good communication and interpersonal skills
- impartiality, fairness and the ability to respect confidentiality
- an ability to ensure decisions are taken and followed up
- good time-keeping
- using your discretion and sensitivity for others
- a commitment to the organisation and the role