

## Hospital Navigator Volunteer Role Description

### Volunteer Role Purpose

YMCA Milton Keynes is looking to build a team of volunteers to support the development of a new hospital-based violence intervention scheme at Milton Keynes University Hospital (MKUH). Volunteers will act as navigators to young people who are experiencing trauma or have been affected by serious violence, helping them to access local services and agencies to gain the support they need. Students will undertake the second stage of support in the community. They will be responsible for the ongoing mentoring sessions with the young people who have been referred from MKUH. These sessions will be held in the YMCA building or in the community in a pre-agreed location.

This role will work in conjunction with YMCA’s Hospital Navigator Co-ordinator and will play a vital part in helping to deliver the Navigator project within MKUH, enabling us to widen the reach of this service and increase the number of people affected by serious violence in Milton Keynes.

### Volunteer Qualities

To undertake the role, you need to be a people person; passionate about supporting young people, and excited at the prospect of working in a fast-paced and exceptionally busy environment. Helping us to reach those affected by serious violence and by utilising the support available to them, to help divert their path you will play a vital role in the future of young people in Milton Keynes.

You must be a strong communicator: as comfortable building a relationship with a young person as you are liaising with the wider YMCA team and other agencies. You’ll be keen to learn the skills, gain the knowledge and have the confidence to undertake your role. You will be able to receive and implement any feedback given by your line manager.

- We ask for a commitment of shift day a week (typically 2-4 hours), and we are looking for excellent verbal, written and listening skills as strong communication is key to this role.
- We require volunteers who can maintain professional boundaries and understand the expectation of the role. You need to be friendly, engaging and passionate about making a difference and fully committed.
- **You need to be 18 or over** and we will be investing in you through regular ongoing training, supervision, mentoring and support. This should be considered something you are likely to commit to long term due to the time we will be investing.



Here for young people  
Here for communities  
Here for you

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

## **Duties and responsibilities**

Volunteers will be expected to undertake the following:

- With the prior agreement of YMCA's Hospital Navigator Co-ordinator, to provide support to clients at risk of becoming involved in or affected by serious violence, signposting them to other relevant local services and/or sources of information, and working at all times within the policies and procedures of YMCA MK.
- To actively engage in all induction and ongoing training delivered to help meet the needs and requirements of the role.
- To maintain close contact with YMCA's Hospital Navigator Co-ordinator, communicating any planned/unplanned absences as soon as possible so that cover can be arranged where necessary.
- To deal only with referrals received via YMCA's Hospital Navigator Co-ordinator, maintaining confidential and accurate records of all referrals dealt with in line with the principles set down in the Data Protection Act 1998.
- To submit session reports in accordance with established reporting procedures, detailing all required statistical and anecdotal information that will enable the charity to demonstrate the impact and difference volunteers make to the service and to service users.
- To take and maintain a professional approach to the role and be a strong ambassador for the charity and its work.
- Wear the Navigator-branded uniform when making visits, helping to maintain a professional image.

