

Young Person Support Volunteer Role Description

Volunteer Role Purpose:

YMCA Milton Keynes is looking to build a team of volunteers to support those suffering from a history of trauma at either Milton Keynes University Hospital (MKUH) or those living on the YMCA Campus in Central Milton Keynes. Volunteers will act as supporters to young people listening and helping them to access local services and agencies to gain the support they need.

Whether based at the Hospital, on the YMCA Campus or both, we will need you to establish strong relationships with a variety of young people, hospital staff and community partners.

1) **Hospital Navigator:**

Volunteers will act as navigators to young people attending the Emergency Department of MKUH. They may be experiencing trauma or have been affected by serious violence, helping them to access local services and agencies to gain the support they need.

2) **Communal Support:**

Volunteers will act as communal supporters to young people either residing in or visiting the YMCA and promote our Campus as a place where young people can belong, contribute and thrive. You will need to be able to manage challenging behaviour and provide support for some residents who are in crisis both physically and mentally. You will also work alongside others to ensure the Campus is secure and safe.

Volunteer Qualities:

We are looking for empathetic individuals who have good customer service skills. Volunteers need to be committed to dedicating a minimum amount of time with the YMCA MK (agreed with the appropriate manager), be reliable and consistent.

We have a diverse resident base so representation from all areas of society, faiths and cultures is highly welcomed. The most important thing is you are able to interact with young people from all different backgrounds and respect varying views and beliefs to those of your own.

Volunteers must be able to work on their own initiative, but follow instructions and guidance laid out by paid staff members.



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.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE

We need confident, self-motivated, proactive volunteers who are excellent at building relationships and are practical to the needs of the young people that live at YMCA MK.

To undertake either or both these roles, 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.

You must be a strong communicator and 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.

Duties and Responsibilities:

Volunteers will be expected to undertake the following:

For the Hospital Navigator

- With the prior agreement of YMCA's Hospital Navigator Co-ordinator, to visit MKUH 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 both MKUH and YMCA.
- 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 or the team at MKUH, 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 end-of-month 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.

For the Communal Support

- To maintain regular contact with the delegated manager.
 - To attend relevant training as required to effectively carry out duties at the YMCA Campus.
 - To deal with incidents as they occur within the YMCA Campus offering support and a listening ear. To deliver a person-centred approach in a non-judgemental way.
 - To respond to emergency situations in an appropriate manner contacting emergency services when required.
 - Be approachable and able to share experiences in a suitable and informative manner.
 - To report any safeguarding concerns to other on-duty colleagues and to always maintain professional boundaries.
 - To report and write up incident reports and log correctly for colleagues with assistance from on duty staff where any handover/information is required.
 - To initiate/participate in any activities appropriate for the residents and have some fun.
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