

Violence Reduction Navigator

Are you someone who wants to support the NHS during its time of need? Are you confident in your communication skills, or are you seeking to develop your abilities?

Do you have any experience with mental health, drug addiction, homelessness, the prison system, or domestic abuse? (This can be through work, volunteering or in a personal capacity).

Can you work alongside vulnerable people and empower them to take on their complex social needs?

Summary of Navigator Role

Volunteers at the John Radcliffe Hospital in Oxford will signpost, refer, and empower patients to tackle complex social issues; supporting patients to end the cycle of repeated Emergency Department admissions.

About The Navigator Scheme

The Navigator role at the John Radcliffe Hospital started last year. The aim of the role is to support the NHS by helping to reduce violence and repeat admissions in A&E. Our Navigators are on hand at the hospital to help patients (aged 16-25) deal with complex social issues such as substance misuse, mental health, poor diet, poor personal care, and violence itself. Navigators will be trained to empower patients to communicate with agencies, such as the National Domestic Abuse organisation.

Skills For This Role

- **Empathy** – Patients in the A&E department may be incredibly vulnerable, the ability to create an environment for patients to build trust is essential.
- **Listening skills** – Patients may be sharing tragic stories, being able to listen and identify where a navigator can help.
- **Communication skills** – The Navigators main role is to guide patients to agencies that help tackle complex social issues, it is key that a Navigator can communicate information as clear and precise as possible.

Expected Hours

A Navigator will be stationed in the Emergency Department throughout each day of the week. Volunteers have the flexibility to choose what time would suit them, with the minimum required time being 2 hours per day, and maximum of 8 hours per day, including lunch and break times. Volunteers can choose what day of the week they come in, subject to availability.

Location

Emergency Department at the John Radcliffe Hospital - Headley Way, Headington, Oxford OX3 9DU

Training Offered

Volunteers are enrolled onto the National Volunteering Certificate, which comprises of two parts: the first stage is a series of online training courses, these must be completed before volunteers can become Navigators. The second stage is an induction followed by shadowing the Volunteer Co-ordinator at the John Radcliffe Hospital.

How to Apply

Please show your initial interest by completing our [volunteer contact form](#). Our Volunteer Co-ordinator will contact you to discuss the role in more detail and find out if you'd like to proceed with your application.

What is the Process?

Once the Volunteer Co-ordinator has made contact to discuss the role further and answer any questions you have, references and a mandatory DBS check will be processed. Potential volunteers are signed up and upon the receiving references, volunteers will move onto online training. A DBS check takes a few weeks to be completed; which allows volunteers to complete their online training. The final step is induction at the John Radcliffe Hospital with the Volunteer Co-ordinator, who will support you throughout your time as a Navigator.

You will have access to Volunteer Manual with key policies and other detailed policies as relevant via Office 365 on OneDrive. Each volunteer has a Connection Support email address which is used to communicate with you and so you can receive organisation-wide news. You are an important part of our team.

Take part in team meetings to share experiences, give support and meet other members of the team.

FAQs

We've compiled the following answers to what we think will be questions that may pop into your head. Please do ask your Volunteer Co-ordinator anything that you'd like to know before progressing with your application.

“Will Navigators have to work in the hospital during COVID-19 lockdowns?”

During a national lockdown no navigators will be expected to work in the hospital. However, if the region is under a tier 1 lockdown, Navigators have the option to continue their role.

“Will Navigators need to be vaccinated against COVID-19?”

Navigators have the option to be vaccinated against COVID-19 at the hospital, all staff and volunteers working at the hospital have this option present. However, it is not mandatory to have taken or take the vaccine.

“Do Navigators wear Personal Protective Equipment (PPE)?”

All Navigators will be provided with facemasks, gloves, and antibacterial hand gels before they start a shift, these must be always worn/on your person during a shift.

“How much notice is needed for holidays, sickness or absences?”

It is vital that any absence notified 24 hours before a shift. Holidays and time off can be arranged to accommodate volunteers.

“Do Navigators get breaks?”

Navigators have the right to one uninterrupted 20-minute rest break during their working day, if they work more than 6 hours a day.

“Do Navigators get expenses paid, such as hospital parking?”

There is a fund for Navigators to use to assist with patient needs, such as buying a hot drink for a patient or paying for a taxi for patients without the funds to do so themselves. Parking expenses can be claimed back every month for Navigators.