



## Youth Mentor Coordinator

### Job Description

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<b>Job Title:</b>	<b>Youth Mentor Coordinator</b>
<b>Project:</b>	<b>Hospital Navigator Project</b>
<b>Salary:</b>	<b>£24,836 (Pro-Rata)</b> Benefits include: <ul style="list-style-type: none"><li>• Generous annual leave allowance</li><li>• Paid sick leave</li><li>• Enhanced family-friendly leave</li><li>• Compassionate and emergency leave</li><li>• Pension scheme</li><li>• Life insurance policy</li><li>• Employment Assistance Program</li><li>• Access to vouchers and discounts</li><li>• Monthly wellbeing allowance</li></ul>
<b>Reports to:</b>	<b>Young People's Supported Accommodation (YPSA) Operations Manager</b>
<b>Location:</b>	<b>Oxford</b> Travel throughout Oxfordshire and further afield may be required.
<b>Hours of work:</b>	<b>25 hours per week</b> (flexible hours)
<b>Contract:</b>	<b>Initial 12 month contract</b> Possible extension beyond March 2025 for a further 2 years

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*Please note that unfortunately, Oxfordshire Youth is not a sponsorship providing organisation. Please feel free to contact us if you have any questions.*



## **Job purpose**

### **Hospital Navigators Scheme – John Radcliffe Hospital, Oxford**

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, substance abuse, we are addressing an urgent need for signposting young people to support services following discharge from A &E.

Our initiative responds to a 51% increase in serious violence among under-18s across the country from 2014 to 2018. Our programme, in collaboration with the Police and Crime Commissioner, the voluntary sector organisations and volunteers, aims to develop a multi-agency approach to supporting young people aged 16 to 25 during their critical moments in hospital. As we address the pressing issues among young people presenting to the John Radcliffe (JR) emergency department, we are looking for a passionate individual to oversee and manage a team of Volunteer/Mentor Navigators.

The Volunteer/Mentor Navigators will build relationships with young people aged 16 to 25 while working within the JR hospital, identifying moments for intervention and obtaining consent to refer them to voluntary sector organisations that provide specialised support. They play an important role in directing young people towards community-based solutions by connecting them with local agencies that provide mentoring and support to prevent recurring incidents.

## **Job Role**

As the Youth Mentor Coordinator, you'll lead and supervise the Volunteer Navigator Team, and manage daily communication within the Emergency Department (ED). Your role involves liaising with hospital staff, collaborating with third-sector organisations, and overseeing the program's overall success. You'll play a pivotal role in implementing the navigation service, ensuring those affected by serious violence, mental health, and substance misuse receive appropriate support. Additionally, you must be a competent communicator who is at ease establishing rapport with both young people and our clinical colleagues. You will be keen to continue learning, seizing training opportunities at Oxfordshire Youth, and continuously reflecting upon and improving your practice. You will also work with and support a cohort of volunteers/mentees.

## **Key responsibilities**

- Recruit, supervise and manage the daily operations of the Volunteer Navigator Team.
- Promote volunteering opportunities to people with lived experience or those who have used the service.

- Sustain resilience throughout the JR hospital's operational hours in accordance with ROTA planning and as a centralised point of contact for ED points of contact/medical staff and volunteer navigators. To follow up contact with young people engaging with the scheme and update relevant data systems (Hospital (ECARE), own organisation systems) with details of engagement and outcomes.
- Collaborate with voluntary sector organisations and local agencies to optimize support services.
- Collaborate with our in-house YPSA team and incidents that occur in A&E.
- Ensure the local safeguarding practices are adhered to, in accordance with OY safeguarding policies.
- Maintain young people confidentiality at all times, with the exception of those covered under the safeguarding policy and procedure.
- To maintain a current and available directory of local services and initiatives and brief the team on the referral mechanisms
- Ensure timely training and development is available for the Volunteer Navigators
- Ensure quality of service and data standards are maintained
- Attend bi-monthly Thames Valley Wide, Hospital Navigator Group co-ordination group meetings
- Attend monthly delivery meetings with ED lead staff members

### **General**

- To attend team meetings and regular supervision with line manager
- Keep up to date with relevant and associated policy developments, adhering to Oxfordshire Youth's policies and procedures
- To ensure all pre-employment checks are carried out in accordance with Oxfordshire Youth's guidelines, policies, and procedures
- To undergo training enabling personal and professional development
- To undertake other relevant duties related to the further development, promotion and sustainability of the charity

### **Safeguarding**

- Understanding that safeguarding children, young people, and adults is everyone's responsibility and you will have access to training and supervision, which is appropriate to the role (including undertaking a DBS check appropriate to your role)
- To ensure concerns from young people are responded to appropriately in line with Oxfordshire Youth's policies and procedures

**This job description is subject to amendment following discussion with the post holder. Specific tasks and duties will be shared at the interview and during the induction process.**

### **What we are looking for**

- Strong organisational and project management skills.
- Excellent written and verbal communication abilities.
- Ability to work under pressure and meet tight deadlines.
- Detail-oriented with a creative approach to problem-solving.
- Knowledge of digital marketing and social media strategies.
- IT skills including Excel, Word, PowerPoint, Google Suite and CRM systems
- A flexible approach to work, including a willingness to take on tasks outside the usual remit and to work irregular hours
- The ability to solve problems and think creatively
- An unwavering commitment to Oxfordshire Youth's vision, mission and values
- Integrity and discretion when dealing with sensitive information
- A commitment to treating people equally, being aware of unconscious bias, and working proactively and openly to challenge it within your own and within others practice
- Respecting differences and challenging prejudice and discrimination
- A positive, enthusiastic, and can-do approach that demonstrates the attributes of a growth mindset
- Accountability for the quality of your work and responsibility for maintaining and improving your knowledge and skills

### **Other desirable skills**

- An outreach function towards the age range of 11-24 years
- Previous experience working in the not-for-profit sector
- Youth work qualification
- Further information can be found, <https://www.tvvru.co.uk/project/hospital-navigators-scheme/>

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**Applications will be reviewed as and when they are received.**

To apply, please send a copy of your CV accompanied by an application form to [recruitment@oxfordshireyouth.org](mailto:recruitment@oxfordshireyouth.org) alternatively, [click here](#) for more information.

