

## Hospital Navigators Scheme

### Hospital Navigator Role outline

The Hospital Navigator does not need any formal specialist skills, but a greater emphasis is around relatability, strong communication skills and the ability to show compassion and develop or show instant trust. All volunteers will be security/DBS cleared, receive level one safeguarding training at the hospital, and require local NHS induction.

Once the navigator gains the trust and consent of the patient, they will then complete a needs assessment listing the current presenting issues, services available for referral and the type of contact the client prefers. The role will be based in A&E and may require visits to the client in a community setting.

### Essential

- ✓ An interest / passion for helping vulnerable people in our community
- ✓ Communication skills
- ✓ Active listening skills
- ✓ Basic literacy
- ✓ Able to show empathy and understanding
- ✓ Able to support and encourage patients in crisis
- ✓ Ability to build positive working relationships with NHS staff and support services
- ✓ Able to remain calm in challenging situations
- ✓ Comfortable working in a busy emergency department
- ✓ A sense of humour!

### Desirable

- Experience of supporting clients to access agency support
- Experience of working in adverse situations with harder to reach individuals
- An existing ISA with NHS trusts/Other local support agency
- An existing function working within emergency departments/walk in centres