

Emergency Department Support Volunteer



Role location:	Portsmouth: Queen Alexandra Hospital, Cosham, PO6 3LY
Day and time commitment:	Typically 3-9 hours per week, depending on the time you are able to offer – happy to discuss. Monday-Friday ONLY.
Responsible to:	Project Manager / Lead Youth Worker / Youth Workers – Emergency Department and Social Prescribing
Disclosure and Barring Service Check (DBS):	Enhanced DBS – Child and Adult Barred List
Essential driver?:	No, but must be able to independently travel to the hospital – reasonable expenses (agreed in advance) related to the role will be covered, such as parking and training needs.

Here at No Limits, our mission is **to empower children and young people to reach their full potential through information, advice, counselling and support.** Our people are key in supporting us to achieve our aims and your role in this is outlined below.

We particularly welcome applicants from diverse backgrounds and those with experiences similar to the children and young people we help and support. We are committed to creating a diverse environment where people can be their authentic self, experiences and opinions are valued, and we all are open to learn from each other.

About the role

No Limits has a unique service in Emergency Departments (ED) across Hampshire, which aims to support young people aged 11-25 who attend the ED in crisis, whether that is through mental health crisis, violent crime, physical health or other needs. We work with children and young people on their 'reachable moment' helping them to start thinking about change and making positive lifestyle and behaviour choices.

As an Emergency Department Support Volunteer, you will volunteer alongside our Youth Workers and Lead Youth Workers, playing a crucial role as part of the team, by enhancing the young person's experience whilst in hospital. You'll be engaging with them and supporting them with social support activities, mental wellbeing and coping strategies, providing resources, having a chat, playing games or even nail painting.

Friendly, encouraging support during a young person's time in hospital can aid their recovery and encourage them to seek further support and therefore reducing the chance of readmission.

About you – knowledge, skills and experience

To apply for this role, we are looking for someone with the following skills and qualities:

- ✓ Excellent communication skills and ability to build relationships and engage in meaningful conversations
- ✓ Friendly, supportive and approachable
- ✓ Committed, reliable and trustworthy
- ✓ Passionate and motivated
- ✓ Patient, understanding and non-judgemental
- ✓ Experience in working with and supporting young people
- ✓ Comfortable in working in a sometimes fast paced and busy environment
- ✓ Genuine interest in the safeguarding and support of young people
- ✓ Ability to role model and maintain professional boundaries
- ✓ Resilience to cope with young people in crisis who often share difficult or distressing information
- ✓ Works well individually and within a team

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Please include on your application form other relevant knowledge, skills and experience which can be from work, volunteering, education or personal experience. We value growth and may make recruitment decisions where not all essential areas are met, but you're able to show an ongoing commitment to learning and development.

Main duties and responsibilities

- Work closely with the Lead Youth Worker and Youth Workers to identify children and young people who would benefit from engagement and support whilst in the Emergency Department (ED) – adapting your level of engagement and support to each child or young person based on their needs
- Maintain a box / bag of equipment and resources, supplied by No Limits, to support engagement and social support activities, which is to be left at your designated hospital
- Engage with children and young people in a supportive, transparent and non-judgemental way
- Be approachable and provide a listening ear when necessary
- Only discuss and offer support and signposting to children and young people when you feel confident in doing so, making sure you do not make promises you / we cannot keep – escalating to the Lead Youth Worker / Youth Workers, as appropriate
- Make sure the appropriate and right documents are completed in a timely manner
- Raise any safeguarding concerns with your Lead Youth Worker / Youth Workers / Project Manager at the earliest opportunity
- Once training and induction is complete, to provide one-to-one support with young people in ED

General

- Independently, and as part of a team, work in an impartial, confidential and non-judgemental way – raising any concerns immediately with the Lead Youth Worker / Youth Worker / Project Manager
- Keep up to date with relevant news, information and guidance provided by No Limits
- Read and abide by No Limits' policies and guidelines, particularly safeguarding and confidentiality
- Attend and participate in regular training, meetings and 1-2-1 reviews
- Complete any monitoring, referral and / or other forms to a high standard, and as required