

Navigator Scheme Implementation Framework

Components	Phase	Rationale
1. Do the groundwork.	Carry out a needs assessment. Include an assessment of likely caseload across relevant specific time period.	To identify scheme focus for optimum delivery. Enables pragmatic resource planning
	Commission/partner with appropriate Voluntary Community Sector Organisations.	Relevant expertise, experience and existing provision within the local community.
	Identify community agencies/specialist services.	Ensure Voluntary Community Sector Organisations have a sufficient network of access/links to relevant services (may include those beyond/outside their own remit) to facilitate support pathways for young people.
2. Establish standard operational procedure.	Collaboratively decide scheme terms of reference.	Engage key stakeholders from the outset and agree overall scheme aims and objectives to facilitate effective monitoring and evaluation.
	Establish scheme standard operational procedure.	To identify core scheme offer, which allows identification variance to facilitate effective monitoring and evaluation.
	Formalise shared feedback and learning processes across the scheme.	Cost and time saving, sharing and learning from best practice.
3. Establish and maintain the volunteer team.	Formulate a recruitment strategy.	To meet the ongoing challenge of sufficient volunteers to effectively deliver the service.
	Ensure a rapid and straightforward volunteer induction process in the hospital setting.	To avoid loss of volunteers through delayed 'on-boarding'.
	Compile a comprehensive volunteer training, networking and ongoing support package that equips them for working with vulnerable young people; including ongoing support and supervision.	To effectively prepare and support volunteers who are supporting vulnerable young people in challenging circumstances.
4. Develop and maintain relationships with staff in the delivery setting.	Promote the scheme within the hospital setting.	To raise awareness and buy-in at managerial and staff level.
	Ensure a straightforward referral process into the scheme.	A straight-forward minimal referral including out of hours process, enables a consistent offer to individuals attending the host service..
5. Support the individual in/through the service setting.	Engage with the individual, and in partnership, identify their needs and offer appropriate support pathways, in/through the setting.	Operationalising the theoretical underpinning of the scheme e.g. the reachable moment.
6. Ongoing engagement with the individual.	Where needed offer personalised, flexible and sustained support beyond the primary setting.	Operationalising the theoretical underpinning of the scheme e.g. ongoing mentoring. Deliver with a trauma-informed, problem-solving and assets-based approach.
7. Supporting access to community- based activities and support	A responsive approach to facilitate access to relevant community-based activities, support, and/or specialist services.	To support specific needs (i.e. drugs and alcohol use) and/or developing support networks and structures to reduce vulnerability (e.g. formal mentorship programme).
8. Post-implementation planning.	Secure ongoing funding for the scheme.	To facilitate medium to long-term outcomes for scheme beneficiaries. Investment in developing long-term sustainable schemes to benefit individuals, communities, and key services.