

Volunteer Role Description

Help us to plan and evaluate health services in your local area by joining our Community Ambassador Volunteer Bank

Role title: Community Ambassador

Level of commitment required: Low Level, can be worked around existing commitments

Supervisor: Community Ambassador Coordinator, NHS North Hampshire CCG

Role summary

Our bank of volunteers, known as Community Ambassadors, will play a key role in helping the North Hampshire Clinical Commissioning Group (NHCCG) by giving their views and reaching local people across the area to seek theirs.

The NHCCG's role is to plan and oversee local health care services. We need to know that these services are working for the people who use them.

We may need to draw on your own lived experience, your skills and ideas, your community contacts or your ability to help us reach more people by having a visible presence as we try to find out what works and what doesn't with particular services when we are planning and evaluating them.

This volunteer role is ever evolving and can be very varied depending on the type of tasks you chose to become involved with and the amount of time you have to offer.

Level of commitment required

This is not a traditional volunteering role. We would like you to be able to fit this role around your existing commitments and adapt it to fit your life style. This is why we run a bank of volunteers, which will allow you to dip in, and out, as your commitments allow and according to which tasks spark your interest. There is no minimum commitment required and you can always let us know if your availability or circumstances change.

Community Ambassador Programme
NHS North Hampshire CCG, Central 40, Lime Tree Way, Chineham Business Park
Hampshire, RG24 8GU

nhccg.ambassadors@nhs.net

Office: 01256 705 507

<https://www.northhampshireccg.nhs.uk/>

Geographical area we would ask you to cover

Typically within a twenty mile radius of your home

Qualities we are looking for in our Community Ambassadors

Community Minded; Good Communicators and listeners; Enthusiastic/Passionate; Motivated; Able to empower others

Main tasks and activities

1. Become familiar with the priority work within the North Hampshire Clinical Commissioning Group (NHCCG) area. This will be covered during your induction
2. Become familiar with the health inequalities in the NHCCG area
3. Assist with collecting feedback from local people.
4. Give your skills and experience to specific projects and tasks alongside clinicians and managers as asked.
5. Use your contacts within the local area to spread messages.
6. Review documents to make sure they are fit for purpose.
7. Increase the profile of our promise to involve local people.
8. Agree to accept updates provided through regular emails or via post.

We must make you aware that there is a need for sensitivity to confidential aspects of this role. You may hear personal stories or have access to documents that have not been released to the wider community. Some of you may join meetings, at which, some of the discussions will need to remain within the room. We know this may seem daunting but don't worry, it really is just common sense and we will cover this in detail during your induction.

Selection procedure

You will be asked to complete a form to register your Interest once this is returned to the Coordinator you will be contacted for an informal chat about the role. Knowing your skills/experiences and the areas of health and wellbeing you are interested in, help us to get to know you a little better. We welcome everyone and are happy to discuss any extra support you feel you may need to carry out the role.

Induction and training

All Community Ambassadors are required to undertake induction training. This is usually delivered informally and lasts a couple of hours. You must agree to abide by the Code of Conduct and the frame work set out for the volunteer bank. To support this, you will be given a handbook which contains all the information you need. Further training and support may be offered later, if you or a member of the team feels it is necessary.

Support for community ambassadors

The Coordinator is your point of contact should you have any worries, concerns or comments. This could be around the role itself, the organisation of tasks or regarding a change in personal circumstances. This volunteer opportunity is fluid and we are happy to assist you to contribute what you can, when you can.

The Coordinator will provide regular updates, usually via email, on tasks/projects available and activities/news from the communications team within the CCG. As this is a volunteer bank, you can pick and choose whether you would like to get involved or not.

At least once a year the Coordinator will be in contact to have a chat about the role and whether you are happy. This is usually done via a quick phone call or it can be a chat over a coffee. If you just wish to receive the newsletter, no problem but if you want to become more involved this is your chance to let us know.

We also offer networking opportunities through our Community Ambassador Events, which are held quarterly. These give you the chance to hear what your peers have been involved with and provide the opportunity to discuss whether the role is working successfully and any ideas for the Community Ambassador Programme moving forward.



North Hampshire Clinical Commissioning Group

Expenses

Expenses are paid and any agreed out of pocket expenses which are incurred when carrying out the Community Ambassador role will be reimbursed in line with the Community Ambassador volunteer expenses policy.

Who to contact

For more information please contact the Community Ambassador Programme Coordinator: T - 01252 705 507; E-mail: nhccg.ambassadors@nhs.net