**JOB DESCRIPTION**

**Title of Post:** Community Ambassador Co-ordinator

**Salary Scale:** £22,000-24,000 pro rata, depending on experience

**Contract:** 1 year initial contract

**Hours of work:** 15 hours per week

**Benefits:** 24 days annual holiday + bank holidays pro rata

**Responsible to:** Health and Wellbeing Partnerships Lead

**1. Job Purpose:**

To coordinate and develop a Community Ambassador Volunteer Network, which will be involved in the support and development of local health services across South Somerset, in partnership with the NHS Symphony Programme

**2. Main Responsibilities:**

* Work with partners (NHS Symphony Programme, Voluntary Sector, NHS Somerset CCG, Yeovil District Hospital, GPs etc.) to develop a Community Ambassador Volunteer Network
* Recruit and coordinate volunteer Community Ambassadors (CAs) from the South Somerset community to work in partnership with local health and social care providers on the design, delivery and review of new and existing health services
* Act as the first point of contact for Community Ambassadors (CAs), providing support and management
* Carry out the induction of new CAs, developing materials and maintaining the Volunteer framework
* Coordinate the activity of CAs and ensure that they are happy and supported with what they are being asked to do
* Set up, deliver and help to co-ordinate project related events. Assisting and supporting group discussions and encouraging participation and collaboration at events
* Maintain a secure database of CAs and related engagement information
* Answer queries from internal and external groups/projects, services and initiatives and provide information as necessary
* Coordinate and arrange re-imbursement for any justified expenses incurred by the ambassadors
* Support staff and external partners in including CAs in tasks and projects
* Collate feedback from the CAs about the engagement activities/projects/tasks they have undertaken.
* Keep CAs regularly updated through their preferred method of communication
* Provide informal and formal reports or verbal updates to work stream leads/ project managers/staff at Symphony
* Work as part of the wider team, liaising with Symphony/YDH/ CCG/primary care etc.to identify areas CAs could be included
* Recognise gaps in the representation of CAs across the area and community groups and recruit accordingly

**4. Equal Opportunities**

Spark is committed to equal opportunities, anti discrimination and anti oppressive policy or practice. No one we have contact with may be discriminated against either directly or indirectly on the grounds of gender, race, nationality, ethnicity, religion, marital status, sexual orientation, age or impairment. This policy applies to job applicants, employees, volunteers and service users.

**5. Notes**

* All jobs are subject to change from time to time and this job description will be reviewed regularly.
* The job description is a guide to the work that you will be required to undertake and represents a range of responsibilities in line with the grade for the post.
* This post is subject to a 6 month probationary period.

**PERSON SPECIFICATION**

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| **EXPERIENCE**   1. At least two years relevant work experience 2. Line management and supervision of volunteers. 3. Experience of project management 4. Extensive experience of working in a people focussed or communications-based role | Essential  Desirable  Essential  Essential |
| **SKILLS**   1. Interpersonal skills – good communication skills, able to relate to a wide range of people from differing backgrounds, cultures and professions. 2. Good general computer literacy with a good knowledge of the Windows environment and its applications. 3. Administrative skills – able to develop and maintain good administrative systems, particularly information systems. 4. Ability to cope with a busy and varied workload, meeting tight deadlines. 5. Ability to assess information and produce objective and informed reports. 6. Organisational skills – ability to plan and manage own time effectively. 7. Delivery of group presentations. | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential |
| **QUALIFICATIONS**   1. A good standard of education (A level and above) | Essential |
| **PERSONAL**   1. Empathetic 2. Creative 3. Flexible | Essential  Essential  Essential |
| **OTHER REQUIREMENTS**   1. Ability to travel, own transport. | Essential |