

Neighbourhood Ambassador Volunteer Criteria

2018

Designation:	Neighbourhood Ambassador
Location:	To be determined by geographic location(s)
Purpose:	To represent the designated community, seeking positive solutions and working with Tenant Services, to ensure communities thrive and become vibrant places to live
Duration:	Initial period of 3 years (with a review period of 6 months before the termination date)

KEY DUTIES

- To positively represent your community on issues of concern.
- To be the main contact for your community and take the lead in progressing solutions.
- To attend meetings, as required to discuss community matters or wider issues which may impact on your community.
- To attend training as designated by Tenant Services.
- To work collaboratively with the Housing Teams and other Council Services.
- To contribute to the improvement of policies and processes to enhance the service delivery of Tenant Services
- To act as an ambassador when attending external visits.
- To keep records of your work, funding spend and adhere to confidentiality and information sharing protocols and to have an understanding of the new Data Protection Rules (GDPR).
- To contribute to community life by working with Tenant Services to improve and enhance existing and new services for your community.
- To work on programmes, encouraging the involvement of tenants.
- To get involved in community activities to either raise awareness, give out information or to seek opinions.

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SKILLS AND KNOWLEDGE

- To work within the values and ethos, of Tenant Services
- Reliability
- Enthusiasm
- Willingness to learn new skills and gain new knowledge
- Ability to work within a team or one on one setting

DBS check

Check if a DBS check should be considered for this post

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