# *Community Ambassador*

## Our aims:

Age UK Medway is a charity working in the community to support older people in Medway, their families and their carers. We want everyone to be able to love later life, and that's why we do what we do. Even as people grow older, we want everyone to still feel as young as they used to.

Each service we offer is designed to support the physical, mental, and emotional wellbeing of our clients, and to help them remain independent, and with choice and control in their lives. They are run by experienced and trained staff, all familiar with the challenges faced by older people, and who know how to ensure each individual gets the most out of the service.

The role of ambassador has been in the making since 2018, with two main strategic functions- the first, to raise awareness in the communities we serve of the range of services available to older people. The second, is to provide access for older people in a simple, effective and supportive manner to allow them to take full advantage of the services.

## Supported by:

Community Engagement Officer and the Age UK Medway team.

## Activities/ Duties may include assisting with:

- Providing conversation and listening.
- Offering advice regarding Age UK Medway Services.
- Being a point of contact between the charity and the potential service user (a gateway to arrange services that support independent living for people in later life).
- Liase with Age UK Medway to help those in need.
- Raising local awareness of the charities work.
- Reducing social isolation.
- Promoting long term health.
- Making referrals to Age UK third party partners, for independent living solution products.

## Skills and abilities:

- Be established in the community, and in frequent contact with potential service users.
- Reliable and honest.
- Good communication skills.
- Confident.
- Patient.
- Approachable and happy to help attitude.
- Passionate about supporting your local community.
- Knowledge or previous experience of the welfare benefits system would be welcome, but not essential.

Age UK Medway are passionate about supporting diversity and inclusion so if you are part of a minority group- please do get in touch.

## Benefits to you:

- Gain experience and new skills by working with a professional organisation.
- Improve self-confidence.
- Update CV content.
- Trained and verified as trusted ambassadors.
- A sense of satisfaction and pride for helping to make a valuable difference in your community.
- Meet new people.
- Be given links to trusted assessors through the local council.

## Support to you:

- Policies and guidance to support your role.
- Access to online training relevant to the role.
- Quarterly ambassador networking meetings.
- An induction session to introduce you to the charity, recognise your skills and identify any ongoing support you may need from us in order to fulfil the role.
- A designated point of contact for support and guidance.
- Regular ambassador newsletter.
- Ambassador resource pack.

## Additional Information:

- No set days or times- can fit around your availability.
- Open to the volunteer being involved in other aspects of the charity such as fundraising etc.
- Will be contacted as appropriate and offered the opportunity to attend key organisational events eg. Full staff meetings, Christmas event, summer BBQ, AGM.

## How to apply:

- We welcome applications from all suitably skilled candidates who may be interested in this voluntary opportunity, regardless of any protected characteristics such as age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or social origin, religion or belief, sex or sexual orientation.
- Contact our Volunteer Co-ordinator or a member of the Age UK Medway team and we can send you an application form.
- On the application form make sure you provide the names of 2 people who we can contact for references.
- Once this is complete, return it to us by post to our Head Office- Community Engagement Officer, Age UK Medway, The Admirals Offices, The Historic Dockyard, Chatham, Kent, ME4 4TZ.
- Alternatively, you can send it to us by email to one of the following- meganashdown@ageukmedway.org.uk.
- Once your references have been returned, we will help you to complete a DBS check online, this process is exempt from the Rehabilitation of Offenders Act 1974.

The application process can take several weeks to process depending on how quickly documents and references are returned and the stages of the DBS is processed. We aim to process your application as soon as possible to help reduce any delays.