

Position title	Community Ambassador (voluntary)
Location	Your local area
Working with	<ul style="list-style-type: none"> • Housing Associations • Richmond Council's Community and Partnerships Department
Role summary	<p>The Community Ambassador is an exciting new role that helps connect members of the local community, bringing about positive social and physical change to the area. The role is about improving communal areas and communities, not taking part in personal issues or cases.</p> <p>With guidance from the Community Ambassador Volunteer Coordinator, the community ambassador will be required to attend monthly estate inspections with caretakers, capturing issues to accurately report to the relevant authority.</p> <p>Volunteering within your local community and engaging with residents, you will gain an understanding of what is important to local people. This will inspire you to work with local partners to bring about projects that will benefit your community and provide information on grant programmes on offer. This could be liaising with a residents' association, arranging a litter pick or street party or putting in an application for funding.</p>
Training	<p>Training will be provided to ensure the role can be carried out effectively, this includes:</p> <ul style="list-style-type: none"> • How to report estate inspection issues • How to identify improvement projects • Positive partnership working • Awareness of the wide range of support available from voluntary sector organisations in the borough and how to engage with them • Support using digital technology • Specific support for residents in street properties • How to apply for funding for improvement projects or events for the community
Responsibilities	<ul style="list-style-type: none"> • Creating an inclusive and inviting environment, inspiring residents to contribute ideas, working together towards positive area improvements • Engaging with local residents, encouraging them to participate in social and area improvement projects • Attend and feedback at the 3-monthly forum • Attend once monthly estate inspections • Capturing issues during estate inspections and accurately reporting to the relevant authority, such as the housing association or the Council • Keeping up-to-date, accurate records
Skills / abilities / knowledge required	<ul style="list-style-type: none"> • A good command of spoken English, additional languages would be a bonus • Good listening, communication and interpersonal skills • IT skills – ability to use the internet, use an email account, use online reporting tools • Be physically able to carry out estate inspections • An interest and enthusiasm in improving your area

	<ul style="list-style-type: none">• Self-sufficient and can work independently, but feel confident to ask questions should the need arise• To undergo the council's Disclosure and Barring Service (DBS) check
Time requirement	The time you spend on your role as Community Ambassador can be as little or as much as you want to put in. The basic amount of time needed is a couple of hours to attend the initial training session, then enough time to spot communal maintenance issues needed from estate inspections and report those to your housing association. You will also need to attend the quarterly forums.
Length of commitment	Minimum 6-month commitment