

Community Ambassador Volunteer (Ask Norfolk Parents) Role Description

DEPARTMENT:	Norfolk & Waveney Children and Young People's Health Services (NCYPHS)
ROLE:	Community Ambassador Volunteer (Ask Norfolk Parents)
LOCATION:	Online role – home based
PURPOSE:	To enhance the experience of people who use the Ask Norfolk Parents forum via the 'Health Unlocked' online platform by supporting other parents on their parenting journey, and contributing to developing, maintaining and supporting the online community forum.
DESCRIPTION OF RESPONSIBILITIES / ACTIVITIES:	<p>Access the website regularly (at least once a week) and engage with others on the platform, making positive, helpful and supportive contributions to online conversations.</p> <p>Introduce new topics as appropriate, e.g. in line with relevant health promotion weeks, with support & guidance from the Norfolk Healthy Child Programme Team.</p> <p>Support the 0-19 team by responding to messages from forum participants, ensuring that parents are signposted if necessary to the Just One Number helpline, the Just One Norfolk website or appropriate health professional.</p> <p>Follow safeguarding guidelines and seek relevant support to ensure the community is a safe environment for all involved, reporting any concerns to the relevant supervising staff member.</p> <p>Attend training, supervision and relevant meetings as agreed.</p> <p>Average commitment expected to be 2 hours per week, which can be divided into several times a week – flexible according to the needs and availability of the volunteer.</p> <p>Volunteers are required to: Undergo recruitment checks in line with NHS Employers recommendations. Volunteer in a safe and non-discriminatory way. Follow the Trust policies and procedures. Maintain confidential information.</p>
TRAINING AND SUPPORT:	<p>The Volunteer Team will complete required recruitment checks and provide ongoing support as needed to the volunteer and the Norfolk Healthy Child Programme team.</p> <p>In line with the Trust Policy, volunteers are required to complete mandatory training every year.</p>

	<p>Volunteers will be supported and trained by the 0-19 team to facilitate a warm, thoughtful, tolerant and understanding peer support online community.</p> <p>Volunteers will have ongoing support in the form of regular networking meetings (both online and face to face), as well as a key person within the Norfolk Healthy Child Programme Team they can contact.</p> <p>Volunteers will be covered by our public liability insurance.</p>
<p>OTHER INFORMATION:</p>	<p>Average commitment expected to be a minimum of 2 hours per week. Ideally this will be for a set morning or afternoon, but this commitment can also be divided into several times a week – flexible according to the needs and availability of the volunteer.</p> <p>Volunteers should have an enthusiastic approach to the use of technology and digital media, and be comfortable in doing this.</p> <p>Volunteers will need to have their own equipment (phone, tablet, laptop or PC) in order to be able to log in to the Ask Norfolk Parents online forum.</p> <p>Volunteers for this role should be over 18 years of age and have lived experience of parenting or caring for a child – we welcome parents, carers and grandparents to apply for this role.</p> <p>We ask for a minimum of 6 months volunteering commitment after recruitment has been completed.</p> <p>Reasonable out of pocket expenses (such as travel) will be reimbursed by the Trust.</p> <p>Volunteers will require a standard DBS check for this role, this will be undertaken at no cost to the volunteer.</p> <p>Volunteers will be provided with an ID badge to wear at all times when attending face to face meetings.</p>