



Connect2 Project Community Ambassador – Role Profile

Opportunity:

Volunteer role, flexible opportunity, suggested time commitment 4 hours per month.

Coverage:

Adur & Worthing District and Arun District.

Role description and responsibilities:

We Can Work It Out Ltd have been commissioned by Adur and Worthing and Arun District Councils to deliver an independent volunteer outreach programme for young people and their families, promoting youth safety and to help, support and mentor young people to make positive choices as alternatives to youth violence and crime.

The outreach service will be delivered by a team of local Community Ambassadors who will be trained in understanding the risks and underlying causes of youth violence, harm, and exploitation as well as developing the necessary skills to listen to and engage with young people and their families and signposting them to the support services and networks they need.

We Can Work It Out Ltd have developed this volunteer outreach programme using insights gained from similar projects they have developed and delivered, as well as careful co-production with local young people, people with lived experience, local community groups, and experts in the field including health and social care partners.

This is a flexible role. Volunteers can operate as an Ambassador as part of their own day to day interactions in the local community or by engaging with young people at local community events, groups, and opportunities which will be promoted by the Project Team.

Skills required:

- Enthusiasm, commitment, and a drive for making a difference to young people's lives and life experiences.
- Good listening and communications skills and good judgment in difficult situations.
- Resilience and the ability to remain calm when dealing with difficult situations.
- The ability to deal with sensitive issues confidentially and with discretion.
- Being approachable, compassionate, empathetic, and open.
- Being supportive and not making snap judgments of situations, circumstances, or life choices.
- Positivity, tenacity and being solutions focused.

Volunteer's responsibilities include:

- To listen to young people empathetically, carefully sign-posting them to relevant services provided in West Sussex (including mentorship, safeguarding or gender



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support services) and wider youth services and support for young people to help them flourish.

- To keep up to date with developments aimed at reducing youth violence, promoting youth safety within Adur & Worthing District and Arun District and nationwide. Updates will be circulated by the Project Team from time to time.
- Encouraging young people to talk about their experiences openly and create safe space for them to do so, without fear of being judged or harmed.
- Handling interactions and conversations as a Volunteer in a respectful way.
- Handling any information provided in confidence and in accordance with the law.
- To escalate effectively and appropriately any welfare concerns for young people to managers within the Connect2 Service.
- To promote the public health approach to youth violence reduction adopted by Sussex Violence Reduction Unit.

Volunteers will receive full training and support within this role, including:

- A full day induction with top-up training throughout the year, provided in person in the area or online in accordance with social distancing requirements.
- 24/7 support from the support team by email, WhatsApp, and Facebook groups.
- Monthly check-ins with your Project Director/ Team Leader.
- Guidance document and Code of Conduct.

Benefits:

- Full training provided by subject-matter experts.
- Becoming a pivotal part of the whole community's effort to steer its young people away from youth violence, towards positive alternatives.
- Volunteer recognition and reward scheme.
- Future references for you provided by the Project Team for any job applications or voluntary positions.

Expenses:

Ambassador Volunteers will be able to claim back reasonable out-of-pocket expenses (including for food if the event is over 5 hours, and travel costs) To reclaim expenses, volunteers should submit a copy of their receipts by email to the Project Director/ Team Leader as soon as possible and ideally within 5 days.