

## **North East Lincolnshire Accord Ambassador**

### **ROLE DESCRIPTION**

Ambassadors are members of Accord who wish to become more involved with Accord, they will liaise with people in their local community, feed information back into the Accord Steering Group and take information out to local people.

Ambassadors will be offered the opportunity to keep in touch with developments in the CCG/local health service and to take part in locality based events and to express views on matters of current interest.

The Ambassador members will meet regularly to consider actions and the strategy management of information/feedback/structure. They will have the opportunity to contribute to expansion of the membership scheme and will be offered free training to help their role development.

### **Duties and Responsibilities:**

- Contribute ideas for the advancement of the Membership Scheme
- Promote Accord by talking to the local population and recruiting to the scheme at community events/promotional stands/meetings.
- Signpost people to the most appropriate means of sharing their views e.g. Patient Advice and Liaison Service (PALS), Complaints, comment cards, supported by appropriate training and awareness.
- Engage with the local community and feedback to Accord Steering Group by attending GP surgeries/local/individual discussions etc.
- Contribute to engagement/involvement activity where appropriate
- Attend and contribute to the Ambassador public meetings.

### **Essential Requirements:**

- Must be a member of Accord therefore living in or registered with a GP in North East Lincolnshire
- Accord Ambassadors must adhere to all relevant CCG policies and procedures e.g. data protection, child protection, health and safety etc. supported by appropriate training and/or awareness.
- Accord Ambassadors may come into contact with vulnerable people as part of their volunteer role so they will need to have a DBS check
- Confidentiality - North East Lincolnshire CCG will provide adequate training and guidance in Accordance with their policy. It is the responsibility of each Ambassador member to maintain confidentiality at all times. Ambassadors will be expected to sign a copy of a confidentiality agreement.

**The Ambassador will not:**

- get involved in any clinical interventions or decision making or provide guidance or provide advice on clinical matter
- deal with the complaints/concerns of individuals however, will Ambassadors will signpost people to the most appropriate service e.g. PALS
- present or promote themselves as a member of NHS staff
- act or represent others without previous survey/information gathering of views

**North East Lincolnshire CCG will**

- provide support to raise awareness in 'How the organisation works'.
- explain the standards we expect Ambassadors to adhere to, in terms of the Equality Act (2010) and will encourage and provide support to achieve and maintain them.
- provide a named person to support and be available to discuss your role and any successes or problems.
- Reimburse expenses in Accordance with the Clinical Commissioning Groups volunteer reimbursement policy.
- North East Lincolnshire CCG will provide adequate training and feedback in support appropriate policies such as Health & Safety, Information Governance, Confidentiality and Equal Opportunities policy.

**Ambassador Role Specification**

**Essential**

- A mature attitude
- A non-judgemental, unbiased and honest approach
- An ability to communicate with people from varied backgrounds
- A commitment to undertake introductory and on-going training
- Good communication skills, particularly listening skills
- A commitment to the Health and Safety, Equal opportunities and Confidentiality under which NHS operates.
- Maintain a professional image at all times

**Desirable**

- An understanding of the responsibilities of an Ambassador
- An understanding of the issues relating to confidentiality
- An understanding of 'boundaries' issues
- A basic understanding of communication and listening skills
- Able to communicate effectively
- Willing to learn new skills