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**Volunteer Role Description**

**Volunteer role:**  Community Ambassador

**Volunteer Manager:**  Member of theFundraising Team

**Where you will work:** Within your local community, across Renfrewshire and parts of East Renfrewshire

**About the role**

An ACCORD Hospice Community Ambassador is vital in informing people of the work of the hospice. They help to forge meaningful relationships and partnerships and promote the services offered by the hospice. As a small team, our ambassadors are pivotal in helping us to reach more people across our community and they regularly give talks and attend events and cheque presentations for schools, companies and community groups such as Rotary Clubs. Through their own experiences, an ambassador can really help get the message about the hospice across to a wider audience, helping us to reach more people.

**What you will be doing**

* A big part of your role will be carrying out research into community groups, faith groups, schools and businesses in your area, so that you can contact them to offer your services as a speaker, giving talks about ACCORD Hospice and our vital work.
* Although you will be committing as much or as little time as you can to the role, it would be ideal if you could spend a minimum of five hours per month researching and contacting organisations in your local community.
* Through your talks, you will engage and inspire support for ACCORD Hospice and encourage involvement in our fundraising initiatives.
* You will have access to our templates, enabling you to deliver bespoke presentations to diverse communities and audiences of all ages.
* You will keep your Volunteer Manager up to date on your activities, including the contacts you’ve made and talks that you’ve arranged. In return, the Fundraising team will be there to provide support, guidance and advice.
* You may also be asked to attend cheque presentations and local events on behalf of ACCORD Hospice, officially thanking donors and hosts for their support.
* You might promote our events in your local community. This may include placing leaflets, finding opportunities in local press, or speaking to local businesses about putting in teams for or attending our events.
* Observe all Health & Safety guidelines to help keep yourself and others safe.
* Maintain confidentiality at all times – especially when handling sensitive information about donors, funding or our patients and families.

**The skills you need**

* Friendly, positive and outgoing personality
* Tenacity and enthusiasm for sourcing talks and opportunities in your community and through your own networks
* Enthusiasm about ACCORD Hospice and the work we do
* Good communication skills, and an interest/experience in public speaking
* Strong organisational skills, and an ability to work on own initiative and be proactive
* Access to email and Microsoft PowerPoint, and confidence in using them
* Good local knowledge
* Flexibility

**What's in it for you**

* Full induction and training
* Other training opportunities relevant to the volunteer role
* Regular supervision and support
* Out of pocket expenses agreed in advance

**Some potential benefits of volunteering**

* Experience for your CV
* Supporting your local hospice
* Meeting new people
* Increasing self-confidence
* Feeling like you are making a difference
* Improving your health and wellbeing

**Time commitment**

We’re looking for volunteers who can offer regular commitment, as this helps us plan and keep things running smoothly. Your availability and hours will be discussed with the Volunteer Manager to find a pattern that works for everyone.

**Additional Information:**

* Volunteers must work within the agreed boundaries of their role. In doing so, they will be covered by ACCORD’s insurance.
* Out of pocket expenses - all volunteers are entitled to claim reasonable out of pocket expenses.
* Please note, you must be aged 18 or over to apply to become a Community Ambassador.