

### INTRODUCTION

This policy provides practical guidance for staff, Board members and other ambassadors/volunteers about how Healthwatch Worcestershire (HWW) involves people in its day to day work. Ambassadors are at the very heart of the work of HWW and are always needed in order to implement the aims and goals of the organisation. HWW recognises the dedication, hard work and time which they offer when they often already have busy lives; they are a highly valued resource and we are committed to supporting them in their work.

### DEFINITION OF AMBASSADORS

For the purposes of this policy, an ambassador will be defined as, **"A person who willingly undertakes work on behalf of others outside the immediate family, or for the wider community, without financial gain"**.

### RECRUITMENT & SELECTION

HWW will use appropriate means to advertise for ambassadors locally, taking into account the principles of our Equal Opportunities and Diversity Policies. Applicants will need to complete an application form, have an informal interview and if successful two references will be taken up.

### DBS (Disclosure and Barring) CHECKS

Some roles will require a DBS check due to the nature of the work. In these cases, only if the check is satisfactory will the volunteer be offered the position.

### INDUCTION & TRAINING

All ambassadors will have an induction into the HWW organisation and the role. This will include:

- The role of the ambassador
- A list of staff members and roles
- Copies of all the relevant policies including this Ambassador Policy, Confidentiality, Health and Safety, Equal Opportunities and Diversity
- Induction training and details of any ongoing training
- Other information as appropriate

### **EXPENSES**

HWW values its ambassadors and wants to ensure there are no barriers to involvement. Travel and other reasonable expenses will be reimbursed. In order to claim expenses, a claim form must be completed.

### **SUPPORT**

HWW recognises ambassadors need to feel valued and be seen to be a part of the organisation with which they are involved. We will strive to ensure these needs are met through support and training. Informal meetings will be held with the ambassador to discuss any problems or issues and training requirements.

### **INSURANCE**

All voluntary activity will be covered by the organisation's Public Liability Insurance and Employers Liability Insurance.

**NB Professional Indemnity Insurance covers actions by paid employees only.**

### **HEALTH AND SAFETY**

All ambassadors will be provided with a copy of the Health and Safety policy and receive appropriate training. Ambassadors are expected to follow the health and safety procedures.

### **EQUAL OPPORTUNITIES AND DIVERSITY**

HWW has a commitment to Equal Opportunities and Diversity. A copy of the organisation's Equal Opportunities and Diversity Policy will be given to the ambassador during the induction and we expect the volunteer to follow this policy. Training may be provided where appropriate.

### **RESOLVING PROBLEMS**

Any problems that do arise with/for an ambassador will normally be dealt with in the first instance through meetings. If the issue cannot be resolved, if necessary, the principles of the Disciplinary Procedure will be applied. An ambassador may initiate the Grievance Procedure, and any complaints about an ambassador should be dealt with using the principles of the Complaints Procedure. Complaints will be investigated by the Chief Operating Officer and will apply the principles of the

Disciplinary, Grievance and Complaints policy. In the best interest of the organisation we reserve the right to remove an ambassador with immediate effect.