



AMBASSADOR PROGRAMME[®]

Empowering people through education



Supporting people to support others
in their communities

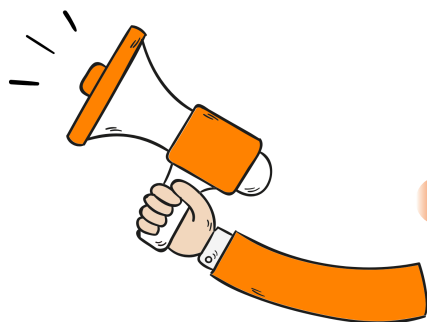
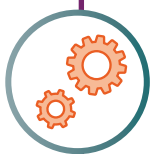
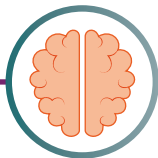


Our Ambassador programme provides a route for people with Lived Experience to give something back, supporting services, individuals and their communities. It offers the perfect solution for training and supporting individuals with developing the skills, knowledge and qualifications required to use their unique perspectives and insights to co-design service improvements, as well as being positive role models and inspiring other individuals to overcome their personal challenges and become independent from endless support.

The Ambassador programme supports learners to gain practical and transferable life skills in understanding ambivalence, passive voice recognition and critical thinking. We provide ongoing guidance and planning to assist and empower Ambassadors towards sustainable volunteering and employment, along with Safeguarding, Boundaries and Confidentiality training.

We personalise each Ambassador role which will depend on the individual's interests and experience but some tasks will look like:

- Welcoming people to the service and promoting what their experience ahead might look like.
- Recognising what's strong and creating meaningful plans to build on strengths.
- Talking to people one-to-one about their concerns and needs.
- Signposting for further support for those that might need additional help
- Asset mapping other community services to build a portfolio of further support for those that might need additional help.
- Co-facilitating recovery groups.
- Negotiating volunteering opportunities with partnerships and supporting those organisations with Job Descriptions and personal development reviews.



Each completing learner will receive an **NOCN Level 2 Award in Information, Advice or Guidance**.

Guided learning hours: 24

The learner will:

- Understand how to interact with those in need.
- Understand the importance of effective communication skills in the delivery of information, advice or guidance.
- Understand how own values, beliefs and attitudes may affect interactions with those in need.
- Understand the importance of confidentiality and impartiality in interactions with those in need.
- Outline an action plan for developing own interaction skills.
- Understand the distinction between information, advice and guidance.
- Understand ways of meeting information, advice or guidance requirements of those in need.
- Understand the boundaries of own role in meeting information, advice or guidance requirements of those in need.
- Understand the purpose of accurate record keeping to fulfil good practice guidelines.



Programme Overview

Module 1

- Review of Ambassador Partnership Arrangements
- Client involvement and values
- Preparing to become an ambassador: fears, challenges, self-assessments
- Behaviours framework

Module 2

- Managing the ambassador relationship
- Professional boundaries
- Confidentiality and information sharing

Module 3

- Record keeping and sharing information
- Data protection and social media
- Diversity and anti-oppressive practices

Module 4

- Effective communication
- Motivating and empowering clients
- Self-reflection

Module 5

- Safeguarding practices & safety planning
- Preparing for the first one-to-one meeting
- Drawing a conclusion and goal setting for the future

Ambassador Programme Format



Referral in from Partnership

Assessment Interview

I.A.G. Level 2 Training Course

Post I.A.G. Selection for Ambassador Programme

Critical Thinking and Resilience Training

Staff Introduction Training, including:

- Safeguarding Level 2
- Boundaries
- Health & Safety
- GDPR
- Communication Skills
- Use of Social Media
- Writing Skills

Sign off for role & Review Individual Learning Plan

Commence volunteer placements in a range of community partnerships