



## **Community Ambassador role profile**

### **What is a Community Ambassador?**

The Community Ambassador programme aims to involve Network Homes residents in future decision making. Community Ambassadors can represent a block of flats, a group of street properties or even a whole estate. The programme will allow local residents to identify local issues and work with us to come up with solutions, as well as bringing forward ideas to improve their community.

### **Who can become a Community Ambassador?**

Any Network Homes resident can become a Community Ambassador.

### **What skills will I need?**

No formal qualifications are required. Network Homes offers training and ongoing support for all of our resident involvement opportunities. To become a successful Community Ambassador you will need

- to attend a training session,
- commitment and enthusiasm.

[get-involved@networkhomes.org.uk](mailto:get-involved@networkhomes.org.uk)

### **How much time would I need to give up doing this role?**

We would encourage you to attend the scheduled estate inspections with your Neighbourhood or Estate Officer (if you are available to do so). We will give you the dates for these when you become a Community Ambassador. These can also be found on your local notice board or by contacting your Neighbourhood or Estate Officer.

The more often you inform your Neighbourhood Officer about concerns in your local area, the better-placed they are to quickly respond.

In the longer term, we ask that Community Ambassador stay in position for at least one year. If you are still an active Community Ambassador after three years, Network Homes will complete a short review, and provide you have the continued support of your neighbours, you can continue in this role.

### **How much of an impact will my role have in my local area?**

Community Ambassadors can have a dramatic impact in improving their local area. They know their local community and can share that knowledge with us, which helps Network Homes identify key areas for improvement and deliver a more effective service.

### **What's in it for me?**

Becoming a Community Ambassador with Network Homes is a rewarding opportunity. You'll be able to provide us with important feedback and help us improve services for all of our residents.

The specially designed training course will equip you with or help improve your skills in organisation, communication and attention to detail.

### **Adhering to your tenancy agreement**

Involved residents shape services, monitor performance, agree actions for service improvement and hold Network Homes to account. It is therefore important that involved residents lead by example in adhering to the conditions of their tenancy agreements. The expectation for all involved residents is that they:

- are not in arrears, or if so must have a payment plan in place,
- do not commit anti social behaviour (ASB).

### Arrears

If you fall into arrears please speak to your income officer as soon as possible. Payment plans can be agreed and arranged with the Income team. As long as the payment plan is being followed then involvement may continue.

### Anit-social behaviour (ASB)

Anyone subject to investigation and found to be responsible for high level anti-social behaviour, will not be allowed to participate in involvement opportunities with immediate effect.

If we find that you are responsible for low level ASB you may be temporarily excluded from involvement activities. We will consider this on a case by case basis, taking into account the nature of ASB and the individual's history of anti social behaviour.

The above applies to all, regardless of tenure.

### **How do I become a Community Ambassador?**

If you are interested in becoming a Community Ambassador please contact the Resident Engagement team on 0300 373 3000 or email [get-involved@networkhomes.org.uk](mailto:get-involved@networkhomes.org.uk) with the subject line 'Community Ambassador'.