



Job Description – ‘Ask Me’ Ambassador

Overall Aims

- **To champion the welfare and best interests of young people in Waltham Forest and to direct them to support services that will improve their life chances.**
- **To use your best endeavours to become a subject-matter expert on gang reduction activity, and to support the Waltham Forest community in understanding the issues, the social context and what services are in place to address gang violence.**
- **To raise awareness of the challenges facing the borough’s young people.**
- **To promote the Ask Me Ambassador service and other services offered under the Waltham Forest Gang Prevention Programme.**
- **To support members of the community handling questions related to gang activity and sign-posting services effectively.**

Responsibilities

- **To listen to young people empathetically, carefully sign-posting them to relevant services within the Gang Prevention Programme (mentorship, safeguarding or gender support services) and wider youth services and support for young people.**
- **To keep up-to-date with developments aimed at reducing gang and youth violence, within Waltham Forest, London and nation-wide.**
- **Encouraging young people to talk about their experiences openly and create safe space for them to do so, without fear of being judged or harmed.**
- **Handling interactions and conversations as an ambassador in a respectful way.**
- **Handling any information provided in confidence and in accordance with the law.**
- **To escalate effectively and appropriately any welfare concerns for young people to managers within the Ask Me Service.**
- **To promote the public health approach to youth violence reduction adopted by Waltham Forest Borough Council as well as the services offered under the Waltham Forest Gang Prevention Programme.**

What's in it for aspiring ambassadors?

- **Training from subject-matter experts who have experience in the field of reducing gang violence.**
- **Training from subject-matter experts in helping young people to boost their welfare, self-esteem and awareness of their mental health.**
- **Training in listening and advocacy skills.**
- **A better understanding of the aims of and services offered by the Waltham Forest Gang Prevention Programme.**
- **Becoming a pivotal part of the whole community's effort to steer its young people away from youth violence.**
- **Supporting Waltham Forest, taking an active role in changing and improving the lives of young people.**
- **Meeting like-minded people, developing your own network.**
- **Training on basic youth safeguarding skills.**

What skills do you need?

- **Enthusiasm, commitment and a drive for making a difference to young people's lives and experiences.**
- **Good listening and communications skills and good judgment in difficult situations.**
- **Resilience and the ability to remain calm when dealing with difficult situations.**
- **The ability to deal with sensitive issues confidentially and with discretion.**
- **Being approachable, compassionate, empathetic and open.**
- **Being supportive and not making snap judgments of situations, circumstances or life choices.**
- **Positivity, tenacity and being solutions-focussed.**

Requirements

- **Attend a one day training event.**
- **Commit a reasonable amount of your personal time to acting as an ambassador in your community, e.g. attending youth events.**
- **Develop an understanding of, and the ability to promote at every opportunity, the public health approach to youth violence reduction adopted by Waltham Forest Borough Council, as well as the services offered under the Waltham Forest Gang Prevention Programme.**
- **Check in on a monthly basis, by phone or email, with the managers and sponsors of the Ask Me service (and if appropriate, sponsors of the Gang Prevention Programme).**
- **Respond promptly to feedback and engagement surveys issued by the Ask Me service.**
- **Ability to calmly, sensitively and appropriately escalate any welfare concerns in accordance with guidance issued to you.**