

Community Ambassador Code of Conduct

I will:

- Take responsibility for my own health and well-being, asking for support and advice as necessary.
- Respect the good reputation and existing practices of all organisations I may be partnered with.
- Respect the changes already implemented and recognise the need to engage the community to help shape the future.
- Acknowledge that I will be assisting projects arising through the organisations pre-determined priorities and recognise their aims and objectives, acting within the agreed policies and procedures throughout my contribution.
- Ensure that any tasks or events I wish to undertake, or am invited to externally in the role of Community Ambassador, are aligned with and approved by the programme and meet the organisational priorities for community engagement.
- Fit my involvement to the needs of the groups or communities we are trying to reach (Involving certain groups and communities can require very special skills and if I need help, I will ask for support).
- Respect confidentiality in everything I hear and see; whether from the community, in meeting situations or around personal details, as outlined in the Confidentiality Policy.
- Should I be required to collect personal data: ensure I understand how to record and safely store the names, addresses and views of people who get involved.
- Relay feedback without bias, even if those views do not represent my own beliefs.
- Not discuss my involvement in the programme on any online sites (including all social media) with the media/press or advertise programme events without prior approval from the Communications and Engagement team.

- Observe the same standards of conduct required of the North Hampshire Clinical Commissioning Group's staff including but not limited to:
 - Dressing in a way that does not cause embarrassment to others and is appropriate for a public role.
 - Using respectful, clear language, avoiding the use of jargon and acronyms and explaining any processes which may be unique to the NHS (if I cannot do this, seek clarification).
 - Ensuring I am inclusive and flexible, recognising all voices are equal and listening to views with respect, without judgement and using patience.
- Follow the procedures provided to handle, transport and log in/out the programme's equipment as necessary.
- Follow the agreed process (as set out in the Concerns and Complaints section of the handbook) if I have any concerns.
- Acknowledge that I am assisting, but not representing, the partner organisations.
- Keep the Coordinator reasonably informed of my availability
- Inform the Coordinator should I start to become unhappy in my role.
- Acknowledge that any behaviour, which directly goes against this Code of Conduct (or the policies outlined in the handbook), may result in being asked to leave the Ambassador Programme.

Print Name:

Signature:

Date:
