

Service User Ambassadors: colleague guidance

Colleagues should support service users to become a Service User Ambassador if they wish. Here are some top tips to support colleagues.

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- ✔ Service User Ambassador roles are voluntary. Colleagues should offer service users the opportunity to become an ambassador, and support them in the role if needed.
 - ✔ If someone is interested in becoming an ambassador, give them the role description and discuss the expectations of the role.
 - ✔ When someone becomes an ambassador, tell other colleagues in the home.
 - ✔ Take a photograph of the ambassador and put it into the Service User Ambassador poster – print out the poster and display in your home – usually on each unit and in the reception area.
 - ✔ When the ambassador starts the role, the Service User Engagement Manager will normally meet with that person to explain the role and make sure they are happy to go ahead.
 - ✔ Colleagues in the home should support the ambassador with their actions and duties.
 - ✔ The Service User Engagement Manager will keep in touch and support them to take part in projects.
 - ✔ The Home Manager and Activities Team will receive communications about Service User Council meetings, and should share this with the ambassador. If the ambassador has their own email address, they can receive communications too.
 - ✔ The Service User Engagement Manager will send dates for council meetings and the Activities Team should support people to attend. If ambassadors can't attend, please email the Service User Engagement Manager.
 - ✔ Ambassadors can resign or change their mind about doing the role any time.
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