

## **Monmouthshire Town Ambassador Programme**

### **Volunteer Support and Management Outline**

To accompany the proposal document we have been asked for an outline of the roles and responsibilities of Town and Community Councils when supporting volunteers during the programme. We have highlighted some bullet points below for discussion: -

- To provide local coordination, supervision and support for the volunteers.
- To provide a local briefing when volunteers start and to create a supportive environment for the volunteers.
- To provide a single point of contact for the volunteers to contact if they need help or guidance.
- To offer a central and accessible base for the volunteers with access to shelter, toilets, tea coffee etc.
- Supported by the Volunteering Wales website arrange a rota of volunteer activity.
- To work with volunteers to identify areas and times for focussed activity 'hot spots'.
- To provide the volunteers with all relevant and useful information for them to carry out their role.
- To provide clothing and equipment to allow the volunteers to be easy distinguishable and comfortable.
- To regularly communicate with the volunteers in person or virtually to ensure they are able to offer feedback.