**Role Description**

**Sanctuary Ambassador**

Hours: Variable and negotiable

Based: Anywhere in the UK

Responsible to any member of City of Sanctuary UK staff with whom they are volunteering. Overseen by the Sanctuary Ambassador Network Coordinator.

**Purpose of the Role**

A City of Sanctuary Ambassador is anyone with lived experience of seeking sanctuary who shares our vision that the UK will be a welcoming place of safety for all and proud to offer sanctuary to people fleeing violence and persecution and who wishes to support our work on a volunteering basis.

A CoS UK Sanctuary Ambassador aims to promote the voices of and to celebrate the contributions of people seeking sanctuary across any sphere or sector of society in the UK.

**Range of Potential Duties**

Sanctuary Ambassadors can choose to engage at any level from a single to multiple activities. These activities may include:

1. Playing an active role in a local City of Sanctuary group;
2. Getting involved in the Streams of Sanctuary by being a member of a Stream Steering Group, participating in award appraisal panels or visiting an organisation to support their fulfilment of the Learn/ Embed/Share processes;
3. Engaging with the media to share their story and involvement with City of Sanctuary and promote the movement of welcome either through the City of Sanctuary communication channels or other trusted media source;
4. Representing City of Sanctuary at events (meetings, campaigns, conferences, and Sanctuary in Parliament);
5. Advising on the activities and strategic direction of City of Sanctuary UK by joining the Expert by Experience Operational Advisory Group and/or participating in other consultations organised by CoS UK.

**Responsibilities of the Role:**

1. Ensure understanding and compliance with the values and principles in the City of Sanctuary Charter;
2. Sign the Volunteer Agreement affirming your commitment to these values and ensuring compliance to the confidentiality and social media clauses;
3. Commit to taking part in at least one activity every two/three months: let the Sanctuary Ambassador Network Coordinator know what you are doing. (If you are unable to take part in activities over a three month period due to university exams, unanticipated family duties, health issues that is no problem - let the Sanctuary Ambassador Network Coordinator know and stay in touch regarding your re-involvement when ready);
4. Ensure clear communication with Sanctuary Ambassador Network Coordinator on what you are doing, keeping staff up to date as appropriate;
5. Feedback on your experiences and ensure that you ask for help as per Protect Yourself notes;
6. Clear communication of issues or difficulties arising;
7. Support for other Sanctuary Ambassadors;
8. Take part in training, learning and development as required by the role;
9. and work within City of Sanctuary Policies and Procedures at all times.

**CoS UK Responsibilities to Sanctuary Ambassadors**

We will seek to support and enable all Sanctuary Ambassadors full participation by:

1. Offering regular mentoring/check-in meetings with the Sanctuary Ambassador Network Coordinator to discuss your activities, interests and identify any relevant support needed.
2. Providing training opportunities including first option of a place in Sanctuary in Politics courses
3. Regular communications via the Sanctuary Ambassador Network Coordinator advertising internal CoS UK opportunities but also relevant external education/ professional opportunities
4. Offering mental health support through our designated Trustee
5. Recognising and valuing Sanctuary Ambassadors’ qualities, experience, involvement and expertise
6. Recognising your contribution and provide appropriate resources including via expenses –
   1. Vouchers to cover expenses, costs and inconvenience.
   2. Digital Devices if required depending on the role agreed
   3. Data to ensure access to online engagement
7. Providing letter of support or references, including job references (please note staff will require at least one weeks’ notice to respond to such requests)

**Recruitment Process**

1. If you wish to become a Sanctuary Ambassador email the Sanctuary Ambassador Network coordinator, Megan, at [megan@uk.cityofsanctuary.org](mailto:megan@uk.cityofsanctuary.org) to express your interest.
2. After an initial conversation to check that you have capacity and are suitable for the role, and at which point the SA Network Coordinator also outlines the City of Sanctuary UK values and expectations of Sanctuary Ambassadors, you will be asked to complete an online registration form and we will request two references. This may be from your local City of Sanctuary group, employer, other volunteering positions or other suitable referees. In the initial conversation we will help you identify relevant referees. We will also seek to connect you with the local City of Sanctuary group if you are not already connected.
3. Having received two positive references, you will meet with the Sanctuary Ambassador Network coordinator again to discuss which duties/ activities you wish to first get involved with. You will be connected with the relevant people to support you in this involvement.
4. After two months you will meet/speak with the Sanctuary Ambassador coordinator again to review your experience, identify ways to improve your involvement or support you in your activities. These meetings/calls will recur every quarter.

**Expected Behaviours**

Sanctuary Ambassadors are people with lived experience who are committed to the City of Sanctuary UK’s [Network Principles](https://cityofsanctuary.org/wp-content/uploads/2017/05/Charter_Final-updated-Oct-17-pdf-1.pdf) which can be found in the [City of Sanctuary UK Charter](https://cityofsanctuary.org/2017/05/16/city-of-sanctuary-conference-and-agm-2017/). These are:

* To offer a positive vision of a culture of welcome and hospitality to all;
* To create opportunities for relationships of friendship and solidarity between local people and those seeking sanctuary;
* To recognise and encourage partnership working and network development across localities;
* To identify opportunities for working on common cause issues within and across communities;
* To celebrate and promote the welcome and contribution of people seeking sanctuary;
* To engage people seeking sanctuary in decision making processes at all levels and in all activities;
* To promote understanding of asylum and refugee issues, especially by enabling sanctuary seekers voices to be heard directly.

We also expect Sanctuary Ambassadors to abide by the values of City of Sanctuary UK, which are:

* Inclusiveness - *We welcome and respect people from all backgrounds, place the highest value on diversity and are committed to equality.*
* Openness - *We are committed to a culture of working collaboratively within the network and in partnership with others.*
* Participation - *Those who support our vision work together with people seeking sanctuary. We value and recognise the contribution of all involved. We aspire to ensure people seeking sanctuary are fully involved in decision making processes and supported to become leaders within the City of Sanctuary organisation and network as well as within the wider movement.*
* Inspiration - *We work with enthusiasm and positivity and are determined to surpass what has already been achieved to welcome people seeking sanctuary. We act as a catalyst for change by being open to new and innovative ideas and through sharing knowledge gained with others and working in partnership.*
* Integrity - *We aspire to high standards of honesty and behaviour, and always to act in the interests of people seeking sanctuary.*

To affirm their commitment to these values and principles, Sanctuary Ambassadors are asked to sign the Volunteer Agreement. This agreement also outlines expectations of confidentiality and references the [CoS UK social media policy](https://docs.google.com/document/d/1TIxQxl9SUICb1alxXnKqeuWOF0lb0rKIyf-dSMd5few/edit?usp=sharing) which uphold the values and principles of CoS UK and ensure CoS UK is not brought into disrepute (see volunteer agreement for further detail).

**Communications**

Registered Sanctuary Ambassadors will receive regular email updates of the latest opportunities and news from the City of Sanctuary UK network and beyond.

Registered Sanctuary Ambassadors will also be invited to join a WhatsApp group where this information can also be shared, in addition to more informal conversation. This group will be moderated by the Sanctuary Ambassador Network Coordinator to ensure all content is in line with the City of Sanctuary UK values and principles. Members of the group should note that by joining, they share their number with other members of the group.

**Complaints**

If, during your involvement as a Sanctuary Ambassador, you become concerned about the behaviour of a member of CoS UK Staff, CoS groups or Supporting Organisations within Streams, Sanctuary Ambassadors should follow the relevant complaint procedure available [here](https://ambassadors.cityofsanctuary.org/wp-content/uploads/sites/172/2021/10/Complaints-Policy.pdf).

If concerns arise and are reported that a Sanctuary Ambassador is not abiding by the values and principles of City of Sanctuary UK, an investigation will be undertaken under the leadership of the City of Sanctuary UK Chief Officer. This may result in the person no longer volunteering with City of Sanctuary UK as a Sanctuary Ambassador.

Your Safeguarding Officer is Sian Summers-Rees, Chief Officer.

Your Deputy Safeguarding Officer is Jeff Morgan, Trustee.