

Community Engagement Ambassador

What is the Community Engagement Ambassador Program?

The Community Engagement Ambassador Program provides volunteers with the opportunity to represent ESS Support Services at community events, health fairs, volunteer fairs, information booths, and other outreach opportunities throughout the year. Community Engagement Ambassadors help increase awareness of ESS programs and services, engage with community members, and promote volunteer opportunities. They play an important role in building relationships within the community while serving as enthusiastic representatives of ESS Support Services.

Purpose of Position

Community Engagement Ambassadors support ESS Support Services by attending community outreach events on an occasional basis. Working alongside staff, volunteers help engage community members, share information about our programs, services, and volunteer opportunities, answer general questions, and encourage meaningful connections within the community. Volunteers play an important role in increasing awareness of ESS Support Services while helping create a welcoming, informative, and engaging experience for community members.

Roles and Responsibilities

- Represent ESS Support Services in a friendly, welcoming, and professional manner at community events, fairs, and outreach opportunities.
- Welcome community members to the ESS booth and engage them in conversation.
- Share general information about ESS programs, services, and volunteer opportunities using provided materials.
- Assist with the set-up and take-down of booths, including displays, banners, tables, brochures, and promotional materials.
- Distribute brochures, promotional materials, and giveaways as directed.
- Refer detailed program or service questions from community members to ESS staff when appropriate.
- Record volunteer hours in the designated volunteer tracking system and notify the Volunteer Department with advance notice of any planned absences.
- Follow a standard dress code: closed-toe shoes, casual and appropriate clothing with no offensive images or messages. Volunteers are required to wear the provided ESS volunteer vest while representing ESS Support Services.
- Maintain the privacy and confidentiality of community members and any information shared during volunteer activities.
- Attend volunteer orientation and any ongoing training or event-specific briefings as required.

Qualifications

- Reliability and punctuality.
- Friendly, approachable, and comfortable interacting with people from diverse backgrounds.
- Excellent communication and interpersonal skills.
- Enthusiasm for community engagement and promoting the mission of ESS Support Services.
- Ability to work well in a team environment with staff and other volunteers.
- Ability to work independently when needed and willing to take directions from staff.
- Comfortable standing for extended periods and assisting with light lifting (up to approximately 20 lbs.) for booth materials and displays.
- Ability to communicate clearly in English; speaking other languages is an asset.

Program Locations

Various community locations throughout Toronto and surrounding areas. Event locations, dates, and schedules will be communicated in advance. Community Engagement Ambassadors are invited to volunteer at events that fit their schedule and may accept or decline opportunities based on their availability.

Time Commitment

- Flexible, occasional volunteer opportunities throughout the year.
- Events typically range from 2 to 4 hours in length.
- Volunteers choose opportunities based on their availability.

Support and Supervision

The Manager of Volunteer Services is your primary contact for any volunteer-related enquiries and is responsible for providing ongoing support, including:

- Initial agency and volunteer orientation.
- Event scheduling and communication.
- Event-specific information and expectations.
- Ongoing volunteer support and recognition.

ESS staff attending each event will provide direct support and guidance, including:

- Booth set-up instructions and event logistics.
- Key messaging about ESS programs and services.
- Assistance with engaging community members.
- Addressing any questions or concerns during the event.

Limitations to Your Role as a Community Engagement Ambassador

The following activities are never to be engaged by volunteers:

- Providing professional advice, including medical, legal, financial, or social work advice.
- Making commitments or promises on behalf of ESS Support Services.
- Accepting money, donations, or gifts unless specifically authorized by ESS staff.
- Leaving the assigned event space without notifying ESS staff.
- Bringing family members or friends to volunteer unless they have been approved and registered through ESS Support Services.

Volunteer Benefits

- Contribute to increasing awareness of ESS programs and services within the community.
- Gain valuable experience in community outreach, public engagement, and event support.
- Develop communication, networking, and interpersonal skills.
- Meet new people and build connections with community organizations and partners.
- Formal and ongoing volunteer recognition.
- Reference letter (after three months of active volunteer service).
- Access to ongoing learning opportunities and community events.
- PRESTO fare reimbursement for travel to and from approved volunteer events

Acknowledgement



Community Engagement Ambassador

I have read and understand the contents of this position description. I agree to follow the responsibilities and limitations of volunteering at ESS Support Services as outlined in this position description. I agree to follow up with the Manager of Volunteer Services with any questions regarding these responsibilities and boundaries.

Volunteer Full Name: _____

Volunteer Signature: _____ **Date:** _____

Manager of Volunteer Services: _____ **Date:** _____