**JOB DESCRIPTION**

**JOB TITLE:** COMMUNITY STREET AMBASSADOR

**DIVISION:** PREVENTATIVE AND COMMUNITY BASED SERVICES

**GRADE:** BAND 5

**RESPONSIBLE TO:** COVID COORDINATOR- ENGAGEMENT

**POST REFERENCE NO:** 107601

# **Purpose of Post**

* To positively promote safety measures, share local messages and reinforce government guidelines to keep people safe and reduce the spread of the virus.
* To direct public safely through new one way systems for shopping areas and car parks.
* To provide a physical presence and communicate with the public and businesses to increase community confidence and provide reassurance.
* To monitor activity/issues to be fed back into strategic planning networks, enforcement and police as the need occurs.
* To work as a preventative solution to issues occurring and suggesting solutions for residents and visitors within safe parameters of working.

**The post is subject to the following conditions**

* The role will be based outdoors where the post holder will be expected to be physically active.
* The post holder will be expected to work in all weather conditions.
* The role may involve some periods of Lone Working.
* Hartlepool Borough Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.
* The role will be required to work over a 7 day operations at various key locations across the town.

**Main Duties and Responsibilities**

1. To communicate effectively and build positive relationships with colleagues, members of the public and businesses.
2. Liaise with management to monitor potential risks and issues and put measures in place to maintain self and public safety.

3. Act as part of a team contributing towards a Community Street Stewards initiative and providing feedback to support the service to evolve as is needed in the easing of lockdown measures.

4. To advise and provide information to the public having a proactive approach to the prevention of incidents or public unrest occurring.

5. To carry out basic assessments on businesses/individuals for breaches of government guidance/legislation and either give specific advice on how to adhere to the above or refer assessment information onto technical/enforcement department for further investigation.

6. To answer questions from the public and businesses and seek the information should it not be known.

7. To distribute leaflets and maps as required.

8. To attend training to enable you to have appropriate knowledge and information to do the role confidently.

9. To act as an advocate for Hartlepool, supporting people to have confidence to engage in public spaces after a long period of lockdown.

10. To familiarise yourself with the areas in which you will be required to work considering some of the challenges and opportunities that you will need to support.

11. To maintain professional boundaries and refer/sign post people or situations to others as is necessary. (Key contacts and information will be within Street Stewards ‘Handbook’)

12. To take part in a regular brief/debrief as instructed by lead officers or management and to keep a daily log of information, encounters, near misses and incidents as necessary in accordance to HBC policy.

13. To be agile in your approach to work accepting that the circumstances which are presented to us as a society have not been faced before. You will be expected to communicate well to ensure appropriate measures can be put in place to respond and ensure roles and responsibilities are reviewed on an ongoing basis.

14. To provide support as and when required to local/regional/national track and trace centres.

15 To ensure all track and trace data is recorded, disseminated and stored in accordance with policy and Data Protection Regulations.

16. In carrying out all activities ensure compliance of risk management information including COVID 19 infection control arrangements and social distancing. Ensure access to all PPE and other equipment that has been issued to you.

17. Any other duties of a related nature which might reasonably be required and allocated by lead officers/management.

**Changes**

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 07/01/2016

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**