



TLC: Talk, Listen, Change – **Volunteer Community Ambassador** **Role Description**

As a relationship's charity, TLC: Talk Listen Change believe that safe, healthy and happy relationships are the bedrock of good emotional wellbeing.

We believe everyone should enjoy personal resilience and benefit from positive relationships. Over our 40-year history, we've helped thousands of adults, children and families. As our organisation continues to grow, we aim to expand our reach across the whole of England and extend support to even more people.

We support all types of people, in all types of relationships, whether that is the relationship with a partner or ex-partner, friends or family, work or school, or the relationship one has with oneself, through the following priorities:

- **Domestic Abuse Prevention Services-** We specialise in behaviour change programmes for adults and children, with a specific focus on targeted early intervention; stopping abuse before it starts. We also provide an integrated victim support for partners and children.
- **Therapeutic Wellbeing Services-** We have been providing counselling for children, young people, adult individuals, couples, and families since 1981. We also specialise in Family and Couples Therapy and Family Mediation to support separating parents.
- **Family Mediation-** to former partners who are separated and want to come to agreements on things like finances and child arrangements.
- **Community Projects-** Our community projects are tailored to the specific needs of the community we are supporting. They include volunteering programmes and support work, connecting individuals with their local community.

The role:

The Community Ambassador role will represent TLC with the purpose of raising awareness about the work TLC undertake. The Community Ambassador will help to forge meaningful relationships and partnerships to promote the work TLC do within Greater Manchester and beyond. Another key part of the role will be to help raise valuable funds through events and the recruitment of fundraisers and donors.

This work can be carried out flexibly at home, within the local community or in our head office Trafford House, TLC: Talk, Listen, Change, Floor 5, Chester Road, Manchester, M32 0RS, Tel: 0161 872 1100.

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Key responsibilities for the role could include:

- Representing and raising awareness of TLC and our services and our areas of work
- Giving presentations/talks at events
- Networking and building relationships in the local community
- Inspire people to support TLC by promoting planned fundraising initiatives and activities
- Making conversation with members of the public as appropriate, and answering questions about the charity
- Research community and social groups online in allocated areas, this may include Rotary Clubs, School Assemblies, Scouts, Sports Clubs, etc.
- Record appropriate information as required
- Ensure all donations and expressions of interest in fundraising are passed to TLC's Development Team promptly for follow up
- To commit to a minimum of 2 ½ hours per week
- Use of personal laptop/computer
- Good communication skills are required
- Putting together and distributing information packs

What you can expect from TLC: Talk, Listen, Change:

- To have a regular check-in with a member of the TLC team
- To treat volunteers fairly and with respect to ensure they feel free of discrimination and harassment
- Support within your role and a fully trained with knowledge for the role
- One to one supervision every 6-8 weeks (optional)
- You will be kept up to date on your training opportunities
- You will be offered support on any personal issues raised as a result of volunteering
- Help and support if you want to transition into or return to employed work

To request an application form or for further discussion, please contact Laura Brown, Volunteer Project Manager
E: laurabrown@talklistenchange.org.uk
T: 07706347516