



Role Profile – ‘Ask Us’ Volunteer

Short Version

Overall Aims

- To support young people in Waltham Forest and to direct them to services that will improve their lives.
- To become an expert on gang reduction, supporting the Waltham Forest community by understanding the issues.
- To raise awareness of the challenges facing the borough’s young people.
- To promote the Ask Us About Gangs Volunteering service and other services offered under the Waltham Forest Gang Prevention Programme.

Responsibilities

- To listen to young people, and refer them to others who can help them.
- To keep up-to-date with projects aimed at reducing gang and youth violence.
- Encouraging young people to talk about their experiences without fearing they’ll be judged or harmed.
- Handling interactions with young people in a respectful way.
- Handling any information provided in confidence.
- To deal appropriately with welfare concerns for young people.
- To promote the Waltham Forest Gang Prevention Programme.

What’s in it for aspiring Volunteers?

- Training from experts who have experience in the field of reducing gang violence.
- Training from experts in helping young people boost their welfare, self-esteem and awareness of their mental health.
- Training in listening and advocacy skills.

- **A better understanding of the Waltham Forest Gang Prevention Programme.**
- **Becoming part of the whole community's effort to steer its young people away from youth violence.**
- **Taking an active role in changing and improving the lives of young people.**
- **Meeting like-minded people, developing your own network.**
- **Training on basic youth safeguarding skills.**

What skills do you need?

- **Enthusiasm, commitment and a desire for making a difference to young people's lives and experiences.**
- **Good listening and communications skills and good judgment in difficult situations.**
- **The ability to remain calm when dealing with difficult and sensitive situations.**
- **To be approachable.**
- **Being supportive and not making snap-judgments of situations, circumstances or life choices.**
- **An optimistic outlook.**

Requirements

- **Attend a one day training event.**
- **To commit a reasonable amount of your time to acting as a Volunteer in your community – e.g. attending youth events.**
- **Understanding and having the ability to promote Waltham Forest Gang Prevention Programme.**
- **Check in on a monthly basis, by phone or email, with the managers of the Ask Us Service.**
- **Respond promptly to feedback surveys issued by the Ask Us About Gangs Service.**
- **Ability to appropriately escalate any welfare concerns in accordance with guidance issued to you.**