

# Carers Ambassador

## Role description

*The Carers Partnership Board will be a platform for representing the interests of carers and for addressing issues relevant to unpaid/family carers living in the borough of Enfield (or where the person they are caring for lives in the borough). The Board will meet quarterly and will, at the beginning of each financial year, agree a set of strategic priorities progress against which actions will be considered throughout the year through regular updates from Council/CCG officers and carer ambassadors. These priorities should focus on the quality of support available and involvement of carers through feedback and consideration of examples of best practice and the development of excellent support and services for carers in the borough within the financial resources available to the Council and the CCG. There may be occasions where issues of particular interest are addressed at the Board, which are not agreed at the beginning of the year. Ambassadors will be responsible for linking in with existing carer networks outside of the Carers Centre or Partnership Board or creating new ones, co-hosting carer forums and participation in workshops, where new initiatives are being considered.*

## What is a Carers Ambassador?

Carers Ambassadors play a key role in the functioning of Enfield's Carers Partnership Board bringing lived experience of health and care services. You will be a current or a previous carer for an individual who has accessed services within the local area and you will:

- work with us to articulate and test new initiatives and ideas,
- play a key role in helping us to communicate with carers
- act as a link to local communities

## What sort of person should be a Carers Ambassador?

You will be representing the voice of all carers. As lay representatives, the Carers Ambassadors are expected to be; open-minded, objective and good listeners. We need our Carers Ambassadors to be committed to their local community and working with Voluntary and Community Sector Organisations, Enfield Council and NHS Enfield Clinical Commissioning Group as we explore new approaches to working. You will be representing the carers partnership board at other forums. We ask that you have the ability to support other board members with the confidence to challenge appropriately and offer a solution focused approach to participation.

## What will the Carers Ambassadors actually do?

We can guarantee that Carers Ambassadors will have a varied workload including:

- attendance at meetings, forums and involvement in workshops
- carrying out wider engagement and listening activities
- co-designing communications materials and campaigns
- acting as the voice of the carers

## What qualifications do I need?

**Absolutely none**, all we ask is that you are passionate about improving services and support for carers, have great communications and engagement skills, and you are able to take a step back from your personal views.

## What the Carers Partnership Board can offer the Carer Ambassadors

- Replacement care, if needed, for attending agreed meetings, forums and workshops
- Recognition payment of and travel expenses, paid monthly as a direct payment
- Training
- The opportunity to be part of a group which makes a positive difference to the lives of carers