

POSITION:	Age Friendly Ambassador Program
DIVISION:	Community Wellbeing
UNIT:	Ageing Well - Libraries and Lifelong Learning
MANAGER:	Executive Manager Libraries and Lifelong Learning
DATE UPDATED	March 2025

VOLUNTEER POSITION DECLARATION

I have read and understand the requirements and expectations of this Role Statement. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Role Functions and Expectations. I understand that the information and statements in this Role Statement are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

NAME OF VOLUNTEER: _____

SIGNED: _____

DATED: _____

1. ROLE SUMMARY

The City of Ballarat's Age Friendly Ambassador Program consists of people aged at least 55 years who are passionate about being involved in their community and representing the views, ideas and needs of older people in the Ballarat area. Age Friendly Ambassadors will collaborate on age friendly initiatives across Ballarat, provide a community voice for older residents and help apply an age-friendly lens across the organisation and in the wider community.

Throughout their two-year term, Age Friendly Ambassadors are provided with mentoring and learning opportunities with the Ageing Well Services Team and others. This aims to build further skills, knowledge and confidence to support Ambassadors with collectively becoming more familiar with the age-friendly community approach and supporting the implementation of various initiatives within the *Ageing Well in Ballarat Strategy* including informing the delivery of the next iteration of the strategy.

2. ORGANISATIONAL CONTEXT

Ageing Well Services is a business unit within Libraries and Lifelong Learning Department of the Community Wellbeing Directorate.

Ageing Well Services aligns its programs and activities to the *Ageing Well in Ballarat Strategy* which has the vision to create an age-friendly community where people feel valued, connected, included, and respected and feel confident to participate fully in life however they choose.

The Age Friendly Ambassador program aims to support City of Ballarat to achieve the vision of an Age Friendly Ballarat, where we foster the full participation of older people in community life and promote healthy and active ageing. This program supports the planning and implementation of the *Ageing Well in Ballarat Strategy* and contributes to local action taken by City of Ballarat as a member of the World Health Organisation Global Network for Age-Friendly Cities and Communities.

3. CITY OF BALLARAT CORE VALUES

<p>We are honest and transparent</p> 	<p>We are accountable</p> 	<p>We value everyone</p> 	<p>We work with and for our community</p> 	<p>We work together</p> 
<ul style="list-style-type: none">• We tell the whole story.• We provide a context and rationale for our decisions.• We trust each other enough to be honest.	<ul style="list-style-type: none">• We do what we say we will do, when we say we will do it.• We learn from our mistakes and celebrate our successes.• We back up our teammates and also hold them to account with kindness and respect.	<ul style="list-style-type: none">• We show respect to everyone, even if we disagree.• We ensure everyone has access to opportunities.• We are approachable regardless of our position in the organisation.	<ul style="list-style-type: none">• We seek to understand our community's needs and take action to meet those needs.• We engage with our community and share what we are doing and why.• We manage our resources responsibly and sustainably.	<ul style="list-style-type: none">• We work towards common goals.• We support each other through the highs and lows.• We look for the best in each other.

4. ROLE FUNCTIONS

Being a part of the City of Ballarat's Age Friendly Ambassador Program requires a level of commitment from all program members.

It is expected that Age Friendly Ambassadors will:

- attend regular meetings
- provide a community voice for older people in Ballarat
- help communicate key age-friendly messages (such as challenging ageism) within their networks and the community and
- support the implementation of various initiatives and activities that align with the *Ageing Well in Ballarat Strategy*.

In general, meetings will be held in person each month beginning with induction and orientation in June/July 2025, on a day and time to be determined. Terms of Reference will guide the group. The composition of the bi-monthly meetings will involve a structured agenda along with planned training opportunities, influenced by members' interests and needs.

Each bi-monthly meeting will be held for 90 minutes at the Ballarat Town Hall or another City of Ballarat venue. No meetings will be held in January or December. Agendas, previous minutes and any background notes or reading will be provided to members at least two weeks prior to each meeting.

Ambassadors are also required to commit to representing the City of Ballarat at a minimum of two Ageing Well community events per calendar year.

Optional opportunities – not a program expectation

- Ambassadors will also be invited to attend 60-minute networking opportunities held between meetings; however, these are both informal and optional.
- From time to time, additional consultations, training or events will be offered, however these will be optional.

Through participation in meetings/workshops, Age Friendly Ambassadors will be able to broaden their skills and knowledge in:

- Local Government and civic engagement
- Community engagement
- Communications, marketing and promotion
- Project Management
- Diversity and inclusion
- Other identified areas of member interest.

The Age Friendly Ambassador Program is supported by the Ageing Well Services Team, with exciting opportunities to network with various City of Ballarat Teams, as relevant.

Appointment to the Age Friendly Ambassador Program is for a two-year term. As this is our first intake, Ambassadors will be given an option to withdraw at the end of a one-year term or continue for the full two-year term. Continuing Ambassadors will have an option to re-apply at the end of their term, for a further two-year term.

Throughout their term, Age Friendly Ambassadors are provided with mentoring opportunities by the Ageing Well Services Team and volunteers to develop skills and confidence in the role. The team works with a range of City of Ballarat departments to implement the *Ageing Well in Ballarat Strategy* and Action Plan to deliver improved outcomes for older people in the Ballarat region.

5. REQUIREMENTS FOR ALL VOLUNTEERS

All Age Friendly Ambassadors are to follow the City of Ballarat's volunteer recruitment procedure which includes:

- Completing a Volunteer Personal Details form
- Attending interview with Ageing Well Services
- Reference checks
- Completing the City of Ballarat induction and compulsory training
- Adherence to privacy principles and to all City of Ballarat policies and procedures
- Willingness to obtain a Police Check and/or Working with Children Check
- Always Adhering to the City of Ballarat's HR-18 Child Safe Policy, and upholding the statement of commitment to child safety at all times

From a Health and Safety perspective the City of Ballarat requires the following:

- Follow City of Ballarat policies and procedures
- Report hazards, and other unsafe practices.
- Report injuries as soon as possible to your manager/supervisor
- Participate constructively in all forums set up to investigate, improve or communicate safety.

The City of Ballarat has a zero tolerance for child abuse and promotes the safety, wellbeing and inclusion of all children, including Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and children with disability. We take allegations and concerns very seriously and respond to them consistently in line with our policies and procedures.

6. CITY OF BALLARAT'S EXPECTATIONS

- Understand and apply City of Ballarat's policies and procedures
- Maintain confidentiality of the Age Friendly Ambassador Program participants, their families and organisations or groups.
- Report all incidents and/or personal injuries or hazards to staff.
- Understand and comply with the principles of inclusion and respect, including anti-discrimination and anti-harassment.
- Display a high level of understanding of and commitment to appropriate behaviours when engaging with children aligning with the principles, and social and legislative responsibilities of the Child Safety Standards.

7. PERSONAL SPECIFICATIONS

Volunteer Rights

- To be treated with respect.
- To be kept informed about the service, its associated policies and procedures.
- To receive induction and training for the position.
- To receive guidance, support, and supervision to perform required tasks.
- To make suggestions on ways to improve the program.
- To be free of discrimination or harassment because of race, religion, gender, sexual orientation, marital status, age, or disability.
- To have access to the organisation's impartial complaint's resolution procedure.

Volunteer Expectations:

- To be reliable and punctual.
- Advise Ageing Well Services staff as soon as is practicable if unable to attend a meeting.
- To carry out tasks in a friendly manner within the volunteer role framework of responsibilities.
- To attend induction, bi-monthly meetings and two Ageing Well Services events throughout the year.
- To treat visitors, fellow representatives, and staff with respect.
- To act honestly.
- To work free of the effects of drugs and or alcohol.
- To refrain from discussing any personal details of participants, staff, and other volunteers.
- To ensure privacy and confidentiality is maintained at all times
- Always Adhering to the City of Ballarat HR-18 Child Safe Policy and upholding our statement of commitment to child safety at all times

8. SELECTION CRITERIA

Essential

- Adult aged 55 years or older
- Live, work, play, connect or volunteer within the City of Ballarat
- Demonstrate a commitment to the objectives of the Age Friendly Ambassador Program
- Have connections with others in the local community. This could include representation on a local community group, club or committee, or participation in a range of local activities or initiatives.
- Have the capacity to fill the role of Age Friendly Ambassador as a volunteer for a minimum period of one year.
- Prepared to engage with the community and to participate in at least two community activities/events throughout each year
- Willing to undertake a Victorian Police Check and Working with Children's Check. Support will be provided.

Desirable

- Have good communication and interpersonal skills.
- Have lived experience that will help us to include older people from diverse groups. For example, you live with disability, are a carer, or a First Nations person.
- Have interests, experiences or expertise that will support you in the role. This includes related to one or more of the World Health Organisation Age Friendly Domains:
 - Housing
 - Transport
 - Age friendly environments
 - Community support and health services
 - Communication and information
 - Social participation
 - Respect and social inclusion
 - Civic participation and employment.
- Interest in local government and civic duties

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.