

Community Ambassador

Role Description

Seeking partnership with our community members who want to empower their own community/neighbors by joining our Community Ambassador program. This role is a mission critical role and the success of the Neighborhood Testing program relies heavily on these volunteers. Community Ambassadors will greet community members, listen and help guide community members, and help ensure the safety of community members by overseeing social distancing guidelines. Individuals who would like to volunteer to be part of the Community Ambassador program should possess the following attributes:

- Affinity and compassion for the community being served.
- Skilled in listening, communicating, and building trust with people of different races, ethnicities, cultures, literacy levels, limited English language proficiency, and individuals with disabilities.
- Ability to communicate medical information in a manner that is respectful and responsive to the experiences, beliefs, culture, and practices of diverse populations.

Community Ambassador Role:

Safety for volunteers and for the community members is of the utmost importance. Accordingly, the following guidelines are in place and will continue to develop over time:

- Adhere to Centers for Disease Control Personal Protection Equipment (CDC PPE) safety guidelines.
- Wear required PPE as applicable.
- Follow social distances guidelines of remaining 6 feet away from staff and community members.

From a high level, this role will include the following tasks:

- Welcome community members to the testing site.
- Guide members to the waiting area and/or testing area.
- Oversee the flow of the line.
- Oversee that social distancing guidelines are being followed.
- Ensure community members have masks and are wearing them. If they do not have a mask, we will provide one.
- Continuously engage with community members pre and post testing.
- Ensure community members feel welcome, cared for, and build inclusivity through mindful communication.
- Identify and help aid with any special assistance needed (i.e. language translation, hearing assistance, etc.) if necessary.

Community Ambassador Profile:

- Members of the community that are eager to give back.
- Individuals who are enthusiastic, empathetic, positive, endearing, passionate.
- Ability to connect with community members.

Other Job-Related Information:

- Training will be provided.
- Safety clothing and gear will be provided.
- Government approved safety precautions will be in place.
- Beverages will be provided.

To volunteer as a Community Ambassador or for questions please email MI.Covid@lts.com

