Volunteer Student Ambassadors

Terms of Reference

Registered Company No. **09189998** | Registered Charity (England & Wales) No.**1162425** | Registered Charity (Scotland) No.**SC053482**

Volunteer Student Ambassadors (VSA) will join the University and Student Engagement Programme (USE), whose aim is to raise awareness of gaming and gambling harms amongst university students. We do this by providing staff training, awareness sessions for student, on campus visits and our Student Hub website.

This document outlines the roles, responsibilities, and expectations for Volunteer Student Ambassadors participating in this initiative.

Objectives

Inform content development and delivery:

- Advise and offer expertise that will inform the development of programme resources and methods of delivery, including social media and online content.
- Provide unbiased insights and ideas to add further value to the USE programme.

Support and improve engagement:

- Connect with and seek insight from different groups in relation to university students, e.g. clubs and societies.
- Seek and recommend ways to improve the programme's engagement through a range of communication channels.
- Build relationships with key contacts within VSA's university, providing introductions to the USE team and advocacy for the programme.

Challenge and support the delivery team:

- Question and challenge the views of others in a constructive way to increase the quality of learning for students.
- Offer suggestions and solutions to challenges that could improve the programme.

Membership

- The group will be made up of a maximum of ten VSA's, who will all be current students in Higher Education.
- Tenure will be up to 31st July 2027.
- There will be a fair and transparent recruitment and selective process, seeking a diverse and inclusive membership.
- All members will be independent and not employed by Ygam or any of its delivery partners.
- These are voluntary positions; expenses will be reimbursed.

Accountability

- Day-to-day support and project leadership will be provided by Programme Lead: University and Student Engagement Programme and Training & Engagement Manager: University & Student Engagement Programme.
- Regular check-ins and meetings will be scheduled to provide feedback, address concerns, and assess progress towards objectives.

Roles and responsibilities of a Volunteer Student Ambassador:

- Attend training sessions provided/arranged by Ygam to gain knowledge about gaming and gambling harms, and the available support services.
- Complete all mandatory iHasco training courses.
- Advise Ygam on key areas where the student voice is being lost or where students are not being protected from harm to inform further development of the charity.
- To work with other VSA's and the delivery team/external affairs team to fulfil the objectives of the group.
- Engage with fellow students to raise awareness about the risks associated with gaming and gambling.
- Build relationships with key university contacts to raise awareness of gaming and gambling harms and to support future partnerships with the USE programme.
- Provide insight and understanding from a student perspective to help inform Ygam's work and ensure it remains relevant and impactful.
- Support with content development e.g., training content reviews/social media/ Ygam's website/Student Hub.
- Organise and attend university campus events and/or training delivery sessions where possible to support the USE team's university engagement and campaigns
- Uphold the Ygam values and social purpose when talking to external organisations or individuals.
- To maintain confidentiality where required and ensure copyrighted materials are not shared beyond the group without permission from Programme Lead.
- To attend and participate fully in group meetings.
- There will be times when members may be asked for specific advice on certain issues. In these cases, this may be with short notice, but this will only be in exceptional circumstances.

Roles and responsibilities of Ygam:

- Ensure volunteers are treated fairly, equitably and with respect by others, free from discrimination.
- Reimburse out-of-pocket expenses incurred whilst volunteering.
- Provide a clear role description and will not expect volunteers to carry out tasks they aren't skilled or supported/trained to do.
- Provide an induction for volunteers when commencing their role and will be provided opportunities for ongoing training and support appropriate to their role.
- Provide regular supervision in the form of monthly check-ins with a member of the USE team.
- Ensure that VSA's insight into student attitudes and trends in relation to gaming and gambling is fed back to the relevant individuals within Ygam to influence future focuses.
- Value and acknowledge volunteers for their contributions and impact.
- Provide a reference upon request, for volunteers that have volunteered for 6+ months.

Meetings:

- We ask that VSA's aim to attend a weekly volunteer meeting currently set for **Tuesdays 4:00-5:00pm** to check-in and set out/progress with individual and group actions.
- Each VSA will have a monthly check-in with USE: Training & Engagement Programme Manager, to check-in on their volunteering experience.
- Meetings will be facilitated by Ygam.
- Ygam will provide secretarial functions, organising meeting, circulating agendas and papers and preparing minutes.
- Scheduling will aim to accommodate members availability, including meeting via Teams/Zoom, however non-attendance at four or more consecutive meetings will be followed up by the delivery team and may result in a request for the member to step down from the group.
- If a VSA is unable to attend a scheduled meeting, we ask that they give appropriate notice to their key contact from the USE team. If two consecutive meetings are missed with no notice given, a member of the team will check-in with the VSA via email or phone.

Volunteer Student Ambassador's play an important role in the University and Student Engagement Programme's mission to raise awareness of gaming and gambling harms. By actively participating in this initiative, Volunteer Student Ambassadors contribute to creating a safer and more supportive environment for their peers to thrive academically and personally.

Contact details

For further information about becoming a volunteer Ygam student ambassador, please contact **Jessica Parker** at **jessicaparker@ygam.org**

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