

## JOB DESCRIPTION – Support Group Facilitator

**Job Title:** Support Group Facilitator  
**Responsible to:** CEO  
**Hourly Rate** £11.86

Wiltshire Mind runs support groups in Malmesbury, Chippenham, Devizes, Salisbury, Melksham and Trowbridge for anyone experiencing mental health issues. These groups run for 3.5 hrs per week and provide a safe welcoming place for people to meet, share their thoughts and experiences and gain support from a Facilitator. The Facilitator also provides signposting to other services and we regularly provide activities of interest and speakers at the groups to help members recover and progress from their mental illness.

The post will be for three and a half hours per week (each group) but on occasions the post holder will be expected to work outside their normal working hours for example, to attend bi monthly staff meetings or to cover other staff holidays.

### Job Purpose:

- To manage a weekly group working with client members. The post holder will develop member's self-exploration and self-empowerment themes within a setting that provides social contact and support, enabling client members to improve their mental health and reach personal goals. This will be done by creating a safe, non-stigmatising and welcoming environment for client members, a safe place where people feel able to express themselves. The group will also provide speakers of interest/stimulating activities to ensure that members have the opportunity to experience new things and information to help them in their daily lives.
- To develop the profile and visibility of the Wiltshire Mind Group.

### Responsibilities:

- Provide a safe space for the expression of anxieties and exploration and sharing of experience.
- Demonstrate appropriate communication and leadership skills.
- Promote a consensus-building approach where every member has a say in the structure of the group.
- Maintain confidentiality and respect the individual needs of the client members.
- Develop and support the activities of the Group.
- Maintain Health and Safety of the group ensuring policies and procedures are adhered to.
- Support the client members to develop their own mutual support network outside of the group if they wish to do so.
- Encourage members to get involved in new hobbies and activities to improve their mental health
- Monitor the suitability of the premises for the purpose of the group. Seek alternative arrangements should the premises become unsuitable.
- Promote the rights, responsibilities and recovery of client members.
- Gain knowledge of other services provided by other organisations and agencies, to offer information to ensure all client members have the best possible choice.
- Provide 1-1 support to members as necessary – support with understanding letters, CV writing and personal issues
- First Aid skills. – Basic First aid at work; Mental Health Awareness Training can be given.

- Manage all volunteers. Support volunteer development ensuring all actions, inductions and appraisals are documented.
- Comply with Wiltshire Mind policies.
- Be aware of National Mind Quality Standards.
- Maintain contact with the CEO regarding the status of the group, including changes in meeting dates or times, cancelled meetings, client member attendance, and any other issues or questions regarding the group.
- Notify the CEO in advance if group is cancelled (in extreme circumstances), except in cases of sudden inclement weather.
- Gain cover for your group prior to booking holiday from other Support Group Facilitators within Wiltshire Mind.
- To liaise with the CEO to identify opportunities for volunteer recruitment.
- Distribute posters regarding your group or volunteer opportunities locally.
- Ensure timesheets, income and expense forms are forwarded to the office following the 14th of the month.
- Provide monthly report to CEO by 1<sup>st</sup> of each month.
- Complete all necessary paperwork (weekly group reports, evidence reports, quarterly and annual reports and any other reports as required including risk assessments for both internal and external activities). All reports to be submitted in a timely manner. Including any monies collected via the Group.
- Undertake any other duties commensurate with the post as may be agreed with the CEO and Trustees.

### **Person Specification:**

- Good management skills.
- Knowledge and understanding of emotional and mental distress.
- Previous experience working in a 'caring' role
- Thorough understanding of group dynamics and group process.
- Ability to maintain professional boundaries.
- Ability to deal appropriately and professionally with possible crises within the group.
- Good verbal and written communication skills.
- Good listening skills.
- Be non-judgemental.
- Ability to assess and define a realistic care plan
- Knowledge of other support organisations in Wiltshire

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