

Support Group Facilitator - Job Description

Job Title:	Support Group Facilitator – Permanent
Location:	Melksham and Specified Group Locations
Reports to:	Head of Service Delivery

Job Purpose

Wiltshire Mind is an independent charity supporting people in Wiltshire who are experiencing mental health problems or emotional distress. Our services are accessible for everybody in our community.


Facilitators within our support groups provide a safe, welcoming place for people to meet, share their thoughts and experiences and gain support. They also provide signposting to other services and Wiltshire Mind occasionally provide activities of interest and speakers at the groups.

Support Group Facilitators are also expected to complete administration tasks and build relationships with the wider team and with external organisations and venue providers.

Role

- To facilitate a weekly drop-in group with service users experiencing mental health problems
- To welcome and support volunteers that offer their time to support the groups.
- To complete all administration involved with the functioning and evaluation of the groups.
- To build and maintain relationships with venue providers.


Responsibilities

- Provide a safe space for the expression of anxieties and exploration and sharing of experience.
 - Demonstrate appropriate communication and facilitation 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 for the Group.
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- Maintain Health and Safety of the group ensuring policies and procedures are adhered to.
- Monitor the suitability of the premises for the purpose of the group. Seek alternative arrangements should the premises become unsuitable.
- Gain knowledge of other services provided by other organisations and agencies, to offer information to ensure all service users have the best possible choice.
- Support volunteers at the times of the groups.
- Comply with Wiltshire Mind policies.
- Maintain contact with the Head of Service Delivery and Support Group administration team regarding the status of the groups, including changes in meeting dates or times, cancelled meetings, client member attendance, and any other issues or questions regarding the group.
- To liaise with the Support Group Administration team to identify opportunities for volunteer recruitment.
- Provide monthly data report to the Head of Service Delivery each month.
- Complete all necessary administration. This will include but not limited to management of an email inbox, recording of service user attendance, completing registration forms.
- Support with recruitment and induction of new volunteers.
- Work together with other Support Group Facilitators and the wider Wiltshire Mind team in order to ensure that the groups are fit for purpose and meet the needs of the service users.
- Regularly communicate with venue providers in order to build relationships.
- On occasions the post holder will be expected to work outside their normal working hours, for example, to attend staff meetings or to cover other staff absences.

Person Specification

- Good facilitation skills.
 - Knowledge and understanding of mental health.
 - Previous experience or working in a supportive role.
 - An 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.
 - A non-judgemental approach.
 - Knowledge of other support organisations in Wiltshire.
 - Ability to facilitate the groups online as necessary.
 - Good basic, working knowledge and understanding of Microsoft Office.
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