



VOLUNTEER SUPPORT GROUP LEAD FACILITATOR

Role purpose:

To lead, facilitate and take part in Connecting Carers Support Group. The group will meet at an agreed time and venue and the Lead will be responsible for ensuring that this is publicised in the local area.

Key tasks:

- Promoting and developing the support group
- Raising awareness of the support group in the local area
- Welcoming new members to the support group
- Providing support and encouragement to new and existing members of the support group.
- Ensure health and safety regulations are met
- Keep a record of members attending the group including contact details
- Ensure new members complete support group sign up information
- Monitor carer activity during the group to ensure inclusion
- Develop a programme of events content for the support group members.
- Ensure group guidelines and etiquette are explained and upheld by group.
- Encourage carers to engage with other carers / volunteers.
- Comply with the carers centre policies and procedures such as confidentiality policy, telephone and recording procedures etc
- Comply with and contribute to Connecting Carers work on continuous quality improvement
- Attend training, support and supervision meetings as necessary and participate in volunteer group meetings
- Manage any funds raised or donated to the group
- Immediately report any areas of concern to the Volunteer Co-ordinator
- Inform the Volunteer Co-ordinator of any new members details asap

Reporting to:

- The Volunteer Officer

Key tasks:

- Facilitate, promote & attend Connecting Carers Adult Carers Drop in sessions which occur throughout Highland
- Welcome, include and chat to all members
- To ensure guidelines and etiquette are explained and upheld by the group
- To provide support and encouragement to carers who attend the drop in



- To attend training, support and supervision as necessary and participate in staff meetings if appropriate

Skills & Experience

- Good listening skills
- Ability to be sociable and make people welcome
- Experience in facilitating a group (not essential as training can be given)
- Understand of carers issues (desirable)

Protected Vulnerable Groups Scheme (PVGS)

- This role entails involvement with protected adults and Connecting Carers will require a PVG check.

Improved outcomes for carers:

As part of Connecting Carers' Volunteer Team the post holder will help to direct carers to sources of information, support and advice and contribute to the following outcomes for carers.

Carers will:-

- Feel better informed and more confident in their ability to shape services and access support available to them
- Have increased self-esteem, confidence and resilience in managing their caring role
- Report improved physical and mental well-being
- Be more confident in combining caring responsibilities with work, social and learning opportunities