

Volunteer Role Description

Role Title: Volunteer Support Group Facilitator

Responsible to: Support Group Coordinator

Number of hours: 5 hours Quarterly plus training (tbc), travel to group venues, and annual Anaphylaxis UK event.

Purpose of the support groups

Purpose of role: To facilitate support groups for adults and parents of children affected by allergies (max 15 attendees). Facilitators within our support groups provide a safe, welcoming place for people affected by allergies to meet, share their thoughts and experiences and gain support. Facilitators plan group activities, complete administration and arrange venues for meetings, supported by Anaphylaxis UK support group coordinator. Volunteers are not required to offer any medical advice and will signpost to other resources/ the support group coordinator when needed.

Key Responsibilities

Facilitating support groups

To organise and facilitate quarterly support groups hosted in your local area for people with serious allergies, or parents of children with serious allergies. This includes:

- Use effective group facilitation skills and active listening skills to create safe, friendly and warm environment that allows all to feel heard and gain support, in line with their preferences.
- Maintain and reinforce confidentiality.
- To complete all administration involved with the functioning and evaluation of the groups.
- To build and maintain relationships with venue providers and monitor suitability.
- To support the marketing of groups through Anaphylaxis UK and local services.
- Create and maintain a safe, friendly and warm environment.
- Don't offer health advice – signpost to Anaphylaxis UK or health worker.
- Maintain self-care to prevent burn-out.
- Attend training provided by Anaphylaxis UK and supervision meetings.
- Maintain health and safety of the group and ensure all Anaphylaxis UK policies and procedures are followed
- Potential evening work, dependant on timing of your support group

In return you will get:

- Volunteer induction training
- Support group facilitation training
- Develop skills in supporting others, facilitation, managing groups, listening skills
- Gain or strengthen knowledge and understanding of allergies and allergy related anxiety
- Gain or strengthen knowledge and understanding of group processes and group dynamics
- Supervision sessions to debrief and explore group work
- Connect with other volunteers facilitating groups
- Expenses paid

Person specification:

	ESSENTIAL	DESIRABLE
<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of support and resources provided by Anaphylaxis UK and how the public can support their work • Awareness of anaphylaxis and allergies and the impact on wellbeing and quality of life • Knowledge of group dynamics • Knowledge of data protection and confidentiality 	<p>√</p>	<p>√</p> <p>√</p> <p>√</p>
<p>Skills:</p> <ul style="list-style-type: none"> • Skills in setting expectations and creating common understanding • Ability to model good practice within a group • Good group facilitation skills • Excellent communication skills and confidence in dealing with people by phone, email and in person • Ability to maintain an inclusive space for all members. • Ability to work within the limits of the role, signposting to other support and resources when appropriate • Skills in organisation and administrative tasks 	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	

