

Headway South West London Group Facilitator Role Description

Role title: Headway South West London Group Facilitator

Responsible to: Co-ordinating Trustee

Accountable to: Board of Trustees of Headway South West London

Key relationships: Service Users of Headway South West London, other Group Facilitators, Trustees, and Volunteers

Remuneration: This is a paid role

Background

HSWL is a small independent registered charity (affiliated to Headway UK) that provides services for people with brain injuries, their families, friends and carers. We run monthly groups (Balham, Wimbledon, Croydon, and Richmond), social outings, visit our allotment, and provide support groups for carers. We cover the London boroughs of Merton, Croydon, Richmond, Kingston, Wandsworth and Sutton.

Primary Purpose of Role

To facilitate monthly support group meetings for HSWL's service users. You will be responsible for planning, preparing and supervising the meetings in accordance with HSWL's standards as set out by the Board of Trustees.

KEY TASKS / RESPONSIBILITIES

Team leadership of the support group volunteers

- Supervise the team of group volunteers at each meeting, delegating responsibilities as appropriate.
- Encourage and respond to informal feedback from volunteers after each meeting.
- Participate in periodic reviews with other Group Facilitators and volunteers to plan, review and evaluate the group meetings.
- Inform the Board should you have any concerns regarding a volunteer's conduct or welfare which you cannot fully resolve yourself.

Before Group meetings

- Plan a topic of discussion, external speaker, or social activity for the group each month. This topic acts as an opportunity to facilitate discussion and engagement amongst members, but can also be a method of information sharing and education regarding brain injury.
- Email the Co-ordinating Trustee at least two weeks before the event to provide information about your event (this will be used for social media, newsletter, website, marketing etc.).
- Evaluate and predict potential risks for each planned meeting and consider how to minimize these. Be aware of the risk assessment and management policy in place for group meetings. Highlight identified risks to Trustees.

During Group meetings

- Ensure that you and the volunteers create a welcoming environment.
- Promote a friendly and inclusive ethos within which all service users feel welcomed and valued.
- Ensure attendance register is completed.
- Ensure all new service users complete a new service user form.
- Manage introductory welcomes to external speakers / guests and appropriate thanks.
- Use a range of strategies to manage groups and group dynamics in order to facilitate the group as required.
- Encourage feedback from service users and their ideas for future events.
- Ensure the room is returned to its original state and secured in accordance with the venue's instructions.

After Group meetings

- Ensure attendance register is updated on the online database.
- Ensure all new member forms are sent to the Co-ordinating Trustee within one week of a group meeting/ social outing so their details can be added to distribution lists.
- Ensure the standard A4 HSWL group meeting report is completed and uploaded to the Box account or sent to the Co-ordinating Trustee prior to the monthly Trustee meeting.
- Send an invoice for payment and expenses in accordance with HSWL's guidelines to the Treasurer following each group.

Administration / Other

- Any issues / challenges are reported immediately to the Co-ordinating Trustee.
- Participate in supervision meetings (phone or face-to-face) with the Co-ordinating Trustee as needed.
- Ensure that you are familiar with HSWL's policies and procedures and that these are followed at all times, including: Health & Safety, Confidentiality, Safeguarding, Equality & Diversity, Data Protection and Risk Management.
- It is envisaged that for a group meeting, invoices will be for no more than 6 hours per month to cover planning, delivery and follow up. If you are claiming for more hours than this for a group meeting, please liaise with the Co-ordinating Trustee prior to submitting your invoice. The Management Committee appreciates there are occasions when your hours may vary.

PERSONAL QUALITIES & SKILLS

Essential Competences

- Professional qualification in health care with specialist knowledge and clinical experience of acquired brain injury.
- Empathy with, and understanding of the aims and purpose of HSWL and its committed non-judgmental approach to the service-user group.
- Knowledge and understanding of brain injury and the care pathways for people with brain injury.
- Ability to engage with, and work respectfully with, service users and their families / carer(s), individually and in groups, including people with communication disabilities or challenging behavior.
- Ability to supervise a team of volunteers attending the meeting.
- Good organisational skills.
- Good communication, interpersonal, and networking skills.
- Ability to establish good working relationships with the Trustees and other facilitators.
- Good understanding of, and commitment to, the importance of equality of opportunity and the value of diversity.
- Self-motivation and initiative.
- Ability to ensure that confidentiality of information is maintained within the boundaries of the policy and needs of HSWL.