

Support Group Assistant

Reports to: Charity Coordinator.

Position: Volunteer.

Role Description

The Group Assistant is part of the volunteering team of Say Aphasia. Alongside the Peer Leader and Helping Hands Volunteer, the Group Assistant Volunteer supports individual Say Aphasia meet-ups. The role specifically focuses on supporting the peer leader in roles that are easier for someone without language impairment.

Roles

- **Provide a safe, inclusive and accessible environment.**
- **Adhere to Say Aphasia's policies and procedures.**
- **Responsible for group admin, *alongside the Peer Leader*:**
 - Ensure group checklist is completed and implemented, during support group meet-up.
 - Ensure the attendance forms are completed at every meet-up.
 - Ensure the member forms are completed for new members.
 - Ensure the visitor forms are completed for any visitors.
 - Give 'Welcome Packs' to new members.
 - Ensure members are contacted if group plans change, and inform the Charity Coordinator.
- **Responsible for gathering members' information using Say Aphasia's digital Forms *alongside the Peer Leader*.**
 - Ensure contact details and emergency contact details are gathered and up to date.
 - Ensure contact preferences are gathered and up to date.

- Ensure pertinent medical concerns are known, up to date and readily available.

- **Provide communication support for members during the support group:**
 - Support members to have a successful conversation.
 - Ensure everyone has access to communication aids.
 - Ensure members have the tools and support to express their opinions and ideas.
 - Gather any members suggestions, comments and requirements mentioned during the support group.
 - Be aware of, and capitalise on each members' communication preferences (their preferred way to have a conversation). Add notes to the tablet computer if needed.
 - Offer a listening ear to members and sign post them to relevant support.

- **Contribute to group sustainability:**
 - Contribute to identification and recording of fundraising opportunities, and liaise with Local Group Facilitator.
 - Support the Local Group Facilitator to organise local fundraising.

- **Contribute to improving the service:**
 - Support Local Group Facilitator with gathering feedback from members when required.
 - Note down any issues, ideas for improvement and relay this to the Charity Coordinator.

- **Support other volunteers:**
 - Attend regular catch-ups with the Peer Leader and fellow volunteers.

- Encourage a positive group ethos.
- **Be an active advocate for the group.**
- **Responsible for safeguarding during each group meet-up: overseen by the Local Group Facilitator**
 - Responsible for the safekeeping of the tablet computer (iPad) and members' information.
 - Be aware of members' pertinent medical concerns.
 - Be aware of health and safety policy.
- **Ensure regular communication with the Charity Coordinator.**
 - Inform the Local Group Facilitator of any:
 - changes to future group meet-ups
 - changes to members details
 - fundraising opportunities.
- **Attend a quarterly support meeting for all Group Assistant Volunteers.**
- **Contact the Charity Coordinator if any issues arise that cannot be resolved with the peer leader.**

Person Specification

- **Interpersonal skills:** The ability to communicate effectively with a wide range of people including members with communication difficulties
- **Enjoy conversation.**
- **IT literacy:** The ability to use computers and email
- **People skills:** The ability to listen, understand, and provide supportive responses
- **Experience:** Experience of working with a range of people including volunteers.

- A desire to learn more about an individual and their interests and their past, and life history
- Consistency and reliability
- Understanding of Confidentiality
- Understanding of and empathy with the needs of people.
- Patience and Sensitivity.
- Are willing to volunteer within our policies designed to keep older people safe.
- Will respect the boundaries of the role.

Volunteering Hours:

- Commit to one weekly visit, 1 – 1.5 hours, ideally Monday – Friday during the day. Weekends are sometimes an option.

If you are interested, we will ask you to:

- Complete an application form
- Meet with the Peer Leader
- Provide details of two Referees
- Complete an Enhanced DBS check (we arrange this with you)
- Attend organisation Induction
- Complete online courses in Safeguarding Adults and Data Awareness

Ongoing support:

- is provided by the Peer Leader of the service
- Reimbursement of agreed expenses
- Volunteer forums 3 -4 times a year