

## Support Group Assistant

Reports to: Charity Coordinator.

Position: Volunteer.

## Role Description

The Support Volunteer is part of the volunteering team of Say Aphasia. Alongside the Peer Leader and Helping Hands Volunteer, the Support 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 Support Volunteers.**
  
- **Contact the Charity Coordinator if any issues arise that cannot be resolved with the peer leader.**