

Volunteer Position Description

Role: Support group facilitator (1 per group + 1 back-up facilitator)

Location: varies / online

Purpose of the Position This role is responsible for co-ordinating and facilitating support group meetings. These meetings aim to reduce personal distress and strengthen the belief that an individual with IBD can manage their unique personal challenges.

All facilitators will maintain regular contact and support one another in carrying out their duties.

Responsibilities and Duties

Reporting to the Volunteer & Programs Coordinator, you will:

- Plan and organise the initial set-up of the group (including sourcing a suitable venue and identifying a regular day/time for meetings – or maintain if existing) – when the group meets in person.
- Attend set meetings and maintain punctuality
- Facilitate the group in a welcoming and inclusive manner
- Refer attendees to health and support services as needed
- Advertise and promote the group, with support from CCA (this could include posting flyers, contacting local clinics or doctors etc.)
- Respond to any inquiries about the group within a timely manner
- Send monthly reminders about the group and encourage ongoing participation
- Liaise with Volunteer & Programs Coordinator (including monthly reporting)
- Identify a suitable back-up facilitator and refer to Coordinator
- Maintain and ensure confidentiality (i.e. meeting notes and contact details)
- Represent CCA in a professional manner in-keeping with the aims of our organisation

Qualifications and skills required

- Experience in group facilitation (not essential but highly regarded)
- Knowledge of IBD and its implications
- Up-to-date knowledge of health and support services available in your area
- Be compassionate and patient

- Good communication skills and confidence leading a small group
- Basic computer skills (including email, Zoom)
- *NOTE: A police check will be required prior to commencement of volunteering.*

Commitment Expected It is expected that you will attend each set monthly/bi-monthly Support Group meeting (valid exceptions notwithstanding). Furthermore, please allow 1 – 2 hours each month for the additional duties aforementioned.

We ask for a minimum commitment of 12 months at which time there will be a review of your position. Please consider your current health and personal needs prior to committing to the role.

Training

Training will be provided by the Volunteer & Programs Coordinator prior to commencement of the role. This will include:

- General volunteer induction
- Specific training on IDB and group facilitation
- You will receive a resource pack, including promotional materials and resources related to support group facilitation.
- Regular, ongoing support, including refresher training, will also be provided by CCA.