

GROUP FACILITATOR

Position Description

Supervisor: Self Help Site Facilitator

Purpose:

The Group Facilitator provides a leadership role within a peer support group ensures a supportive and constructive atmosphere is maintained by the group participants.

Duties & Responsibilities:

- To encourage participation and to provide focus and guidance for discussions within the group.
- To negotiate/facilitate conflicts or disagreements that may arise during group meetings.
- To liaise between Site Staff and the group participants.
- To welcome new members to the group and provide information on both the operation of the group and the Self Help service.
- To inform group members on how to access Self Help's Cancellation Line for up-to-date information regarding the status of groups and meetings. (weather, unexpected reasons)
- To inform Site Staff of any issues which violate or jeopardize the operation of the service.
- To follow the guidelines, policies and procedures for volunteering at Self Help.

Training:

Group Facilitators are provided with an orientation to Self Help service, as well as training materials developed specifically for this role (facilitation skills and resources, conflict resolution techniques, interpersonal skills, etc.). Volunteers are provided on-the-job training by the Volunteer Supervisor prior to working independently. Volunteers are also expected to participate in on-going training, one-to-one coaching and monthly volunteer meetings to enrich their experience.

For Group Facilitators wanting to start a new group:

- Write up answering 10 questions and submitted to Site Facilitator/Volunteer Supervisor*
 1. What will your group be about?
 2. Why do you want to start this group?
 3. What are your hopes for the group?
 4. What will the structure of the group look like? (curriculum to follow, open discussion)
 5. When would you like the group to start?
 6. When would you like the group to be held?
 7. What will the group be called?
 8. How will you get people to come to the group? (word of mouth, poster)
 9. Who will help with the group if you are unable to run it?
 10. How will we know the group is working or not working?



- Participate in a few groups to get an idea of facilitation styles and group methods/guidelines

Date: _____ Group: _____

Date: _____ Group: _____

Date: _____ Group: _____

- Co-facilitate with staff

Date: _____ Group: _____

Date: _____ Group: _____

Date: _____ Group: _____

Date: _____ Group: _____

- Keeping group stats
- Communicating with Volunteer Supervisor
- Approval to facilitate group from Site Facilitator, Self Help Team Lead or Manager
- Sign off for orientation topics, mandatory and ongoing trainings and coaching sessions
- One-day Peer Training Workshop Date: _____
- Privacy and Confidentiality Date: _____
- Talking About Suicide Date: _____
- AODA Training Date: _____
Accessibility for Ontarians with Disabilities Act
- Gender Identity and Expression Date: _____
- Understanding Sexual Orientation Date: _____
- Health and Safety topics

Qualifications:

- 18 years of age or older
- Has personal experience with the issue or barriers to be discussed in the group meetings
- Has good communication skills
- Is a registered Self Help volunteer

Hours:

Self Help requests that Facilitators commit to this role for a minimum of a year. The commitment to this role is imperative as it is important that consistency exist for the members of the group.

