

## Volunteer Role Specification

**Role Title:** Support Group Assistant

**Department:** Open Space Project

**Date:** July 2022

**Role Summary:** This role involves helping to support staff who run health and wellbeing groups by listening, talking and interacting with participants. The groups aim to offer a safe space for anyone interested in improving their mental health and wellbeing with discussions and activities aimed to help participants understand and meet their emotional and physical needs.

Open Space is open to anybody and is a drop-in group, although regular participants attend. There are themed discussions, arts and crafts, board games and lots of opportunities for people to chat.

### **Main Duties and Responsibilities:**

- Be able and confident to listen and talk to participants, building rapport and helping them feel comfortable and valuable member of the group.
- Be an active part of the group by taking part in arts & crafts, activities and discussions
- Attend training to improve your own tools and skills required to communicate and support people.
- Keep updated on services available within Suffolk Mind and your local area
- Be confident to bring any areas of concern to the attention of staff
- Be willing to provide feedback at the end of each session

**Days/hours for role:** 2-3 hours a week

**Length of Role:** Minimum 6 month commitment

**Location:** Various across Suffolk

**DBS Check Applicable:** YES - Enhanced

Attributes	Essential Criteria	Desirable Criteria.
<b><i>Skills &amp; Abilities</i></b>	<ul style="list-style-type: none"> <li>• Enjoys talking &amp; listening to different people</li> <li>• Awareness of boundaries &amp; confidentiality</li> <li>• Comfortable in groups</li> </ul>	<ul style="list-style-type: none"> <li>• Comfortable to use the internet and email</li> </ul>
<b><i>Knowledge and Experience</i></b>	<ul style="list-style-type: none"> <li>• Being able to assess information and use that to sign post to appropriate activities and services</li> <li>• Understanding and interest in health and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Working 1-2-1 with people about sensitive and confidential issues</li> </ul>
<b><i>Attitudes and Values</i></b>	<ul style="list-style-type: none"> <li>• Non-judgmental – commitment to equality</li> <li>• Compassionate</li> <li>• Friendly can-do attitude</li> <li>• Reliable with commitment to role</li> <li>• Happy to help as part of a team</li> </ul>	

Enquiries to: [info@suffolkmind.org.uk](mailto:info@suffolkmind.org.uk) or 0300 111 6000