

Role Description: Support Group Volunteer at Addiction Family Support

Addiction Family Support: Addiction Family Support is a UK-based charity committed to supporting adults affected or bereaved by a loved one's harmful use of alcohol, drugs, or gambling.

Support Groups: Our weekly and fortnightly support groups offer a safe space for individuals impacted by a loved one's addiction to connect, share experiences, and find support within a nurturing and empathetic community.

Role Overview: As a Support Group Volunteer at Addiction Family Support, you will play a pivotal role in facilitating or co-facilitating our support groups, either online or in person.

Responsibilities

In Person:

- Open the venue and ensure it is ready for the support group meeting.
- Assist in setting up the meeting space, including arranging chairs and tables.
- Help prepare refreshments for members.
- Safely secure the venue after the support group meeting.

In-Person and Online:

- Extend a warm and welcoming greeting to support group members.
- Consider the needs of group members and contribute to the development of the group.
- Ensure that every group member has enough time to speak.
- Provide structure for support group meetings, following the purpose and 5-Step Method (see note).
- Facilitate meetings, encouraging group members to share their experiences and offer support while adhering to group guidelines and codes of conduct.
- Offer emotional support to group members.
- Provide members with (links to) relevant information, literature, and resources.
- Explore and understand how group members are responding and coping with their situations.
- Foster and enhance the social support network among group members.
- Identify any additional needs of group members and signpost them to other organisations when appropriate.
- Maintain notes on safeguarding risks. (or 'Contributing to safeguarding efforts by taking notes on potential risks'.)

- Record accurate information in the charity's secure client database.
- Forward details of clients interested in further support for assessment.
- Handle information efficiently and in line with GDPR.
- Participate in a comprehensive training programme, including modules on addiction, core counselling skills, the 5-Step Method, bereavement, self-care, case studies, safeguarding, and role plays. You will also receive support group facilitation training, typically over half a day, to build confidence and knowledge.
- Ongoing mentoring, debrief sessions, one-to-one support supervision sessions, and further training will be provided following your initial training.
- Communicate with the Administrator in advance if you cannot attend sessions or have holiday dates planned.

Note: Our support services, including the groups, are underpinned by a delivery framework known as 'The 5-Step Method'.

Person Specification

Essential:

- Completion of internal training and passing of assessments.
- Be over 18-years-old.

Desirable:

- Prior experience in offering emotional support via telephone, email, or face-to-face.

Skills, Abilities, and Experience:

- Strong interpersonal skills.
- Ability to engage with people and establish and maintain effective working relationships with staff and other volunteers.
- Good communication and active listening skills.
- Highly organised with the ability to maintain detailed and accurate records.
- Ability to prioritise and adapt to the diverse and complex needs of group members.
- Comfortable working independently and collaboratively within a team.
- Comfortable in an environment where addiction and bereavement issues may be discussed.
- Sufficient IT skills to be able to set up meetings online and use the database.

Personal Attributes:

- Energetic and motivated with a positive work attitude.
- Highly empathetic and compassionate.
- Willingness to seek support when needed and an understanding of the importance of self-care and personal well-being.
- Dedication to Addiction Family Support's mission, vision, and values.
- Commitment to promoting equality of opportunity and diversity.
- Willingness to commit to one two-hour shift every week.
- Willingness to attend volunteer meetings whenever possible.
- Dedication to undertaking ongoing training and development to excel in the role.

Join us in making a significant impact on the lives of those affected by a loved one's addiction. By becoming a Support Group Volunteer, you'll play a vital role in providing support, hope, and guidance to individuals and families facing challenging times. Together, we can make a difference.