

Facilitator Role Description – Peer Support Plus[®]



Facilitators are primarily responsible for managing the Group Work process
They guide Peers through each Group Work session and maintain a safe, kind and supportive environment where difficult feelings may be shared.

Facilitators are Peers who have Lived Experience and are actively learning to self-manage and maintain their own mental health.

Peers are expected to treat Facilitators and other Peers, as equals, and vice-versa.

General Responsibilities

Volunteer Relationship

Enter a *Volunteer Relationship*¹ with us on the basis of respecting our *Volunteer Engagement Policy*¹.

Training and Mentoring

Complete Mandatory Induction Training.

Engage with quarterly Mentoring.

Complete any additional training we judge necessary to refresh or communicate updates to Peer Support Plus policies and process, and practice these effectively.

Represent

The *Vision, Values and Aims*¹ of Peer Support Plus.

Model Guidelines for Behaviour¹

All Peers share in facilitation to the extent that everyone is responsible for ensuring their own behaviours aspire to *Guidelines for Behaviour*¹; and for voicing, at an appropriate time in the Group session, their thoughts and feelings about improving the conduct and safety of the Group.

Safe, Kind and Supportive

The priority of Peer Support Plus is to establish and maintain a safe, kind and supportive environment where every Peer is engaged in learning to better manage their mental health, and every Peer Support Plus Volunteer, can flourish.

Specific Responsibilities

Safety

Every Group's Facilitators share responsibility for ensuring that our *Safeguarding Policy*¹ and our *Health and Safety Policy*¹ are followed. They are both responsible for ensuring an *Incident Report*¹ is made when our policies require one.

Each Group Work Facilitator is individually responsible for ensuring an *Incident Report*¹ is made if they feel it is appropriate to report something that happened, or something they observed, which they judge might present an unassessed or unmanaged risk that could potentially harm any person, or the charity Peer Support Plus.

For example: Each Group Work Facilitator is individually responsible for ensuring everyone present respects *Guidelines for Behaviour*¹ and to ensure an *Incident Report*¹ **Alert** is made when there is evidence someone may be putting the safety, kindness or supportive nature of the Group at risk by failing to respect the Group Work process.

Process

Guide Peers through each Group Work session and maintain the safe, kind and supportive environment where difficult feelings may be shared.

For example, a weekly Peer Support Group may include, as appropriate:

- Welcome Peers; complete the Register; record apologies for or unexplained absence; introduce new Group member(s); name check prospective Group member(s); housekeeping; Health and Safety; Safeguarding; Guidelines; time management; manage quarterly Self Evaluation process.
- Start with a round of 'good news' prefixed with 'preferred name'.
- Facilitate rounds by asking 'who wants to take time'; negotiate time allocation and running order; summarise and negotiate question(s) for a round of sharing in response to taking time; propose sharing duration and guide Peers as to time.
- If a Peer didn't get a chance to take time negotiate priority for them next session; summarise actions arising such as distributing Tools and Techniques handouts; housekeeping; next session details
- End with round of 'what I am taking away'.

Timekeeping

Facilitators are responsible for ensuring there is an equal opportunity in every Round for every Peer to share. If the group is large there will be less time for each Peer to share, so those who choose to share may need to be concise and more may pass if they feel they can't add significant value.

Maintain Confidentiality and comply with our *Privacy Policy*¹

What is said in The Room stays in The Room – except when a Facilitator is required to follow our *Safeguarding Policy*¹ which describes our duty to disclose any concerns surrounding child safety or adults at risk.

If anyone engaged with Peer Support Plus has concerns about safety, or that the safety of others may be at risk, they must make an *Incident Report*¹. We reserve the right to pass these concerns and any related data to other third parties – for example, a mental health crisis team or, if necessary, the police.

Pre-brief and de-brief

Meet with co-Facilitator for pre-brief before, and de-brief after, every session.

Before each face-to-face meeting, arrange layout and check physical safety of The Room.

Discuss group dynamics and identify anything observed, anything that happened, or anything voiced that might warrant an *Incident Report*¹.

Identify any repeat apologies or long-term unexplained absences and allocate follow-up tasks.

Identify any strengths or weaknesses in co-Facilitation and agree steps to address weaknesses.

Initial

When there is a seat available and someone new to the Group seeks to join the Group, co-Facilitate *Initial Conversation with Support Group Facilitators*¹.

Necessary qualifications

Lived Experience First-hand experience of managing your mental health.

Skills training Have completed, or are willing to successfully complete, accredited Peer Support Group Work Facilitator training and practical experience.

Personal capabilities

Can communicate effectively with Peers and Volunteers, in both speech and writing. Note: Peer Support Plus is managed in English. Group Work is conducted in English unless another language provides a more appropriate common-tongue which benefits all Group members.

Aware of and sensitive to your own and others emotional wellbeing. Respond appropriately following Peer Support Plus policies, processes and guidelines.

Willing to ask for help from and consider advice offered by colleagues at Peer Support Plus.

Reliable, evidencing personal time management and organisational skills.

Presents a clean and tidy appearance, on Zoom as well as face-to-face.

Commitment

We anticipate Peer Support Plus Volunteers will commit at least 20 hours every 4 months, equivalent to facilitating 24 Support Group sessions a year.

The 20 hours includes time spent on Mentoring, Training, Team work, etc.

There are 52 sessions each year so, to maintain Group continuity, we welcome Volunteers who are willing and available to co-Facilitate most of a Group's sessions, and can usually give reasonable notice of planned absences.

To help us avoid cancelling a Group session, we rely on Volunteers who have committed to co-Facilitate a session to advise the Delivery Team Lead immediately the prospect of an unplanned absence arises.

Whenever possible, to avoid cancelling Group sessions, absences will usually be covered by another co-Facilitator, who may not be a regular member of the Group.

Expenses

We will pay expenses for a maximum of two Facilitators per session as described in *Volunteer Engagement Policy*¹. If a Group's membership includes more than two Facilitators they must negotiate and diarise who will co-Facilitate which sessions.

Line Manager

Delivery Team Lead.

Notes ¹ available on our website peersupportplus.org

END