

Carer Groups Volunteer Group Assistant | East Grinstead | Role profile CSWS (Volunteer)

At Carer's Support we are committed to creating an environment where you can make a difference. No Carer group will be the same and your role as Group Assistant will be varied and enjoyable. You will be working within your local community, where your time will be used to help those in need of a helping hand.

You will have the opportunity to join Volunteer events, connecting with others, making new relationships and work with a team of empathetic and understanding individuals.

Carer Groups

A group is a collective with common goals or similar concerns. The purpose of a carer group is to offer members the opportunity to connect with others in a similar caring situation. Being part of a carer group can help individuals to gain support and know that they are not alone.

Role Expectations:

The Assistant will join and support the facilitation of the group alongside the Facilitator, ensuring a warm welcome to those that wish to join us. We want to create a safe environment for people to be able to talk about their caring roles when they feel comfortable to do so.

The Assistant will achieve this by actively listening and responding to issues and concerns raised by the carer if able to do so.

They will feedback to the Facilitator after the group, including any concerns for the carer or further action required.

What Difference Will You Make?

Our Volunteer Led groups play a crucial role in connecting and supporting carers throughout West Sussex. These groups are primarily led by individuals who are either carers themselves or have a deep understanding of the challenges faced by unpaid carers.

You will help ensure carers feel supported and heard by assisting group sessions.

"It's a monthly dose of reassurance. We are all in different boats but travelling a very similar journey. The best parts are when there's a spontaneous giggle together, what a release. It's a reminder to try and find some humour, it's so wonderful during such challenging times"
– Carer Group Attendee.

Skills and Attributes Required:

- **Facilitation of Meetings:** Organise and lead carer group sessions, ensuring they start and end on time, prepare and serve tea | coffee and refreshments.
- **Support:** Provide emotional support and guidance to group members. Specifically, caring for someone that may have an addiction.
- **Resource Sharing:** Share relevant resources and information with group members.

- **Record Keeping:** Maintain attendance records and note any significant issues that arise during meetings | Upload receipts for expenses incurred.
- **Confidentiality:** Ensure all discussions within the group remain confidential.
- **Check-ins:** Attend regular check-ins with a Volunteer Mentor

The Difference You Will Make:

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Locations, Timings, and Commitment:

Glen Vue Centre, Railway Approach, East Grinstead RH19 1BS

First Tuesday of each month, beginning from Tuesday 5th August.

We ask that our Volunteer Group Assistant attends 10.15am-12.15pm, to help set up beforehand and debrief afterwards, with the group running from 10.30am-12pm.

Skills and Qualities Needed:

- Basic IT skills to be able to join online meetings and undertake online training.
- Active listening, and excellent & effective communication.
- Confident to engage with others within a face to face and virtual group setting.
- An insight into issues carers face on a daily basis.
- An empathetic caring approach when engaging with others.
- To be non-judgemental and be able to maintain personal boundaries.
- Encourage and promote carer health and wellbeing.

Training and Support:

Mandatory training includes:

- Volunteer Induction
- Online Basic Adult Safeguarding
- Assistant specific training/ Shadowing period/Carer group facilitation
- Online GDPR
- Online Basic Health & Safety

Potential access to further training, depending on availability.

Equipment Needed:

The role is partly home based and you will need:

- Access to a computer or laptop to attend meetings and training

- Wifi access within your home
- Volunteer App

Other Information:

- Out of pocket expenses are paid that includes travel and parking.
- This role is available to anyone over the age of 18yrs.
- Ongoing learning & development opportunities.
- Access to Employee Assistance Programme to support wellbeing.

At Carer's Support we want to look after you and your wellbeing. Ongoing support will be provided by your dedicated Mentor and you will have the opportunity to attend our Monthly wellbeing hub.

Our Culture & Values: We value diversity and inclusion, welcoming volunteers from all backgrounds. Our vision is to ensure family and friend carers are always seen, heard, and valued. We act with quality, inclusivity, integrity, and innovation to empower carers and their communities. For more details, visit our [Volunteer Programme](#).

To apply, please visit <https://www.carerssupport.org.uk/volunteer-with-us/> or contact the team by email: volunteering@carerssupport.org.uk for an application link.

Please note we require two references and completion of a DBS check after completing the application process.

Further information about our Volunteer Programme can be found on our website <http://www.carerssupport.org.uk/get-involved/volunteering>.