**Online Groups assistant Volunteer**

As an Online Groups assistant, you’ll support carers accessing our online group sessions, helping carers share their experiences, reduce stress, and combat loneliness. You’ll actively listen, provide information, and assist with the running session online (via Zoom).

You’ll work closely with a Wellbeing Worker (Group Facilitator), providing feedback and highlighting any safeguarding concerns.

**The Difference You Will Make:**

You will be helping to ensure that carers who attend the online group sessions feel supported and heard.

“It has helped me so much to meet other people who are in a similar position, and it stops you from feeling that you are the only one going through different problems each day” – Online Carer Group Attendee.

**Role Expectations:**

* Engage in pre- and post-meeting briefings with the Group Facilitator.
* Assist in preparing and closing the meeting space (including testing online connections if applicable).
* Welcome and support new and regular attendees.
* Facilitate meetings according to your role training.
* Complete volunteer records and upload receipts for any expenses.
* Attend regular check-ins with a Volunteer Mentor to ensure a positive experience.

**Skills and Qualities Needed:**

* Being able to use Zoom (login, log off, admitting carers, managing the chat, create breakout room- Training can be provided)
* Existing knowledge in Learning Disabilities and/ or willingness to learn
* Active listening and clear, effective communication in an online setting.
* Confidence in engaging with others during virtual group sessions.
* Understanding of the challenges carers face.
* Empathy and a supportive approach.
* Ability to remain non-judgemental and maintain personal boundaries.
* Commitment to promoting the wellbeing of carers.

**Equipment Needed:**

* Access to a computer/laptop and Wi-Fi
* Zoom account (free sign up)

**Training and Support:**

Mandatory training includes:

* Volunteer Induction
* Basic Adult Safeguarding
* Staff session (Learning disabilities)
* LGBTQ+ Carer Awareness
* Assistant specific training
* GDPR

**Locations, Timings, and Commitment:**

* Location: Online (via Zoom)
* Time: Monthly on the first  Tuesday, 10:30am – 12pm and quarterly at 5.30pm – 7pm
* Commitment: Around 2 hours per month, minimum 6-month commitment.

**Other Information:**

* Open to anyone aged 18 or over.
* Access to our Employee Assistance Programme.
* Requires two references and a basic DBS check.

**To apply, please visit** [**https://www.carerssupport.org.uk/volunteer-with-us/**](https://www.carerssupport.org.uk/volunteer-with-us/) **or contact the team by email:** [**volunteering@carerssupport.org.uk**](mailto:volunteering@carerssupport.org.uk)