



Group Facilitator Volunteer – Role Description

We are looking for a **Group Facilitator Volunteer** to support and, over time, lead monthly carer group sessions in Billingshurst. This role would suit someone who is confident with people, able to create a welcoming space, and comfortable guiding group conversations in a calm and supportive way.

Location: The Six Bells, 76 High Street, Billingshurst, RH14 9QS

Frequency: The first Thursday of every month. 12.15pm – 1.45pm

Commitment: Monthly

Trial or shadowing available before applying

Role Expectations

In this role, you will initially support the group alongside a staff colleague or experienced facilitator. You will help create a safe, welcoming space where carers feel able to talk about their caring role when they feel ready. As your confidence grows, we will support you to take the lead in facilitating the monthly group, with the aim of it becoming volunteer led.

You will listen to carers, help guide discussion, respond to issues where appropriate, and feed back any concerns or actions needed after the group.

Key tasks will be:

- Help prepare and facilitate the monthly carer group session, including welcoming attendees and supporting refreshments.
- Gradually take the lead in planning and facilitating the group, with support from a staff colleague or experienced facilitator.
- Create a safe and supportive space where carers can share experiences at their own pace.
- Share relevant information and signpost carers to helpful resources where appropriate.
- Keep simple records, such as attendance, key concerns raised and any expenses or receipts.
- Maintain confidentiality and attend regular check ins with a Volunteer Mentor.

What Difference Will You Make?

You will help carers feel supported, heard and less alone. By helping the group become volunteered, you will also help create a welcoming space within the local community that can continue to support carers each month.

"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

- Warm, approachable and welcoming to others
- Empathetic and able to listen without judgement
- Comfortable speaking with and supporting a diverse range of people
- Reliable and committed to attending the monthly group
- Confident enough to guide conversations while encouraging others to contribute
- Respectful of confidentiality and personal boundaries
- Calm and supportive when discussing sensitive topics
- Open to learning, receiving feedback and developing new skills
- Passionate about supporting carers and helping people feel connected
- Possess basic IT skills to complete online training and keep simple records

Locations, Timings, and Commitment

The monthly meetings take place at The Six Bells, 76 High Street, Billingshurst, RH14 9QS, on the first Thursday of the month from 12.15pm to 1.45pm. Volunteers will need to arrive around 15 minutes before the group starts and stay for around 15 minutes after it ends. Due to the training and support provided for this role, we hope volunteers can support us for at least six months.

Training and Support

We will provide training and support to help you feel confident in the role, including:

- A volunteer induction
- Safeguarding and Data Protection training
- A role specific induction for Group Facilitation and Carer Awareness Training
- Guidance on facilitating carer group conversations
- Initial support from a staff colleague or experienced facilitator while you build confidence
- Support from a dedicated Volunteer Mentor
- Opportunities to develop confidence, skills and connections with other volunteers over time

Equipment Needed

To complete training and stay connected with the team, you will need:

- Access to a computer or laptop
- Internet access for meetings and training
- Use of the Volunteero app to manage volunteering information and communication

Additional information

- We welcome applications from carers. However, to help maintain appropriate boundaries, applicants should not be current or regular attendees of this particular carer group.
- Out of pocket expenses, including travel and parking, will be reimbursed.
- We understand that volunteers may occasionally be unavailable due to holidays or other commitments. Where possible, we ask for advance notice so that suitable cover and support can be arranged to ensure the group continues to run smoothly.
- This role is open to volunteers aged 18 and over.
- A basic DBS check is required for this role.

Our Culture & Values

We welcome volunteers from all backgrounds and value diversity and inclusion. Our vision is for family and friend carers to always be seen, heard and valued. We act with quality, inclusivity, integrity and innovation to empower carers and their communities.

How to Apply

We encourage you to read our [Volunteer Recruitment Guide](#) before applying for any of our roles.

If you would prefer to speak with us first, please complete our [online enquiry form](#) and a member of the Volunteer Team will get back to you.

If you are ready to apply, you can do so using our online application form [CSWS Volunteer Application Form](#).