



Group Assistant Volunteer – Online Mental Health Carer Group

We are looking for a **Group Assistant Volunteer** to support our monthly **Mental Health Carer Group (online)**. In this role, you will help welcome carers to the online group, support the smooth running of sessions, and support the Carer Wellbeing Worker to create a safe and friendly space for people to connect.

Location: Online (through Zoom)

Frequency: The third Wednesday of every month, 7 – 8.30pm

Commitment: Monthly

Trial or shadowing available before applying

Role Expectations

In this role, you will support the Carer Wellbeing Worker to help provide a safe, welcoming and supportive online space for carers. The group meets regularly and gives carers the opportunity to connect with others who understand similar experiences, share information and receive peer support. This group is for people who care for someone with a mental health condition and aims to support carers through their caring journey.

Key tasks will be:

- Welcome carers as they join the online group and help create a friendly, supportive atmosphere.
- Support the Carer Wellbeing Worker with the smooth running of each session.
- Encourage respectful group discussion and help carers feel included.
- Share agreed information and signpost carers to relevant support when appropriate.
- Let staff know about any concerns raised during the group, following safeguarding and confidentiality guidance.

What Difference Will You Make?

Your help will make a real difference by ensuring carers have a regular space to meet others in similar situations, share experiences, receive peer support, and access helpful information.

Skills and Attributes Required

- Access to a computer, tablet or laptop with reliable internet.
- Confidence using Zoom, or willingness to learn.
- Good listening, communication and group facilitation skills.
- Ability to help people feel welcome and included.
- Understanding of the challenges carers may face.
- Empathetic, non-judgemental and respectful approach.
- Ability to maintain boundaries, confidentiality and follow safeguarding guidance.
- Personal or professional experience of mental health is helpful but not essential.

Locations, Timings, and Commitment

This role is delivered online via Zoom. The group meets on the third Wednesday of each month from 7.00pm to 8.30pm. Volunteers are asked to support the group each month and, where possible, commit to the role for at least six months.

Upcoming meeting dates are 19 August, 16 September, 21 October and 18 November.

Training and Support

You will receive training and support to help you feel confident in the role, including:

- A volunteer induction
- Safeguarding and Data Protection training
- A role specific induction, including any training using Zoom for meetings.
- A dedicated Volunteer Mentor who will support you throughout your volunteering journey
- Access to additional training opportunities relevant to your role and areas of interest across our services
- Opportunities to develop your confidence, communication and group facilitation skills.

Equipment Needed

As this role is delivered online, you will need access to:

- A computer, laptop or tablet that can be used for online meetings.
- A reliable internet connection.
- A basic Zoom account, which is free to set up.
- Access to the Volunteero app to manage volunteering information and communication.

Additional information

- This role is open to volunteers aged 18 and over.
- A basic DBS check is required for this role.
- As this is an online meeting, a quite private space for the meeting will be needed.

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.

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 we will get back to you.

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