



## VOLUNTEER ROLE DESCRIPTION:

### Support Group Facilitator

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#### Why get involved with the Royal British Legion (RBL)?

You don't need to be an RBL member or have links to the Armed Forces community to volunteer with us. You'll be joining the UK's leading Armed Forces charity, the heart of a national network that supports our Armed Forces community through thick and thin, and helping ensure their unique contribution is never forgotten.

#### How will I make a difference as a Support Group Facilitator?

This role is part of the Network for Carers project that will help carers in the Armed Forces community feel less lonely and isolated because of their caring role. You will assist with the preparation and delivery of groups that will help carers develop friendships, interests, and opportunities to engage and connect more within their communities through shared memories and experiences.

#### What will I be doing as a Support Group Facilitator?

- Preparing and delivering support groups for carers in the Armed Forces community, including providing a programme of face to face and virtual themed activities, and events.
- Helping to set up the venue, provide refreshments, assist with cleaning and washing up and leave the venue as found.
- Interacting with attendees, ensuring they feel welcomed and supported in an inclusive atmosphere.
- Developing interests and skills with the support group attendees.
- Assisting the Project Officer to gather feedback from the group to demonstrate the impact of the service.
- Identify any additional support needs from attendees, passing details to RBL Area Teams with agreement.

#### What skills and experience would I need, or could I develop?

- A connection to or an interest in the Armed Forces community could be beneficial for this role.
- Understanding of and empathy with the needs of carers, and able to observe and identify any areas of concern.
- Passionate about helping to provide high quality and socially inclusive support and materials.
- Ability to communicate clearly with strong inter-personal skills.
- Skilled in building productive relationships with others.
- Confident using IT including the internet, emails and video calling services (Microsoft Teams).
- Skilled in organising own workload.
- A commitment to acting in line with RBL policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity.

#### What support will be available to me?

- A designated person to discuss your volunteering with and regular support and supervision.
- RBL induction and online training.
- Role specific training, as well as opportunities for shadowing and further development
- A volunteer handbook and agreement to set out expectations of you as well as what you can expect from us.
- Opportunities for further development or experience as an RBL volunteer.

**This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract.**

## What else do I need to know?

**Where:** The role will be carried out in the community, attending face to face support groups (subject to Covid-19 restrictions) and virtually via video calling. A virtual only option is available, please select when completing your application.

**Time commitment:** A regular monthly commitment of approximately one and half hours facilitating sessions, with a further two to three hours a week providing additional support to attendees.

Potential for a more frequent commitment subject to the requirements of the support groups and the volunteer's availability

**Training/Resources:** RBL induction and welcome.  
Mandatory volunteer online learning with annual refresher courses.  
Training and ongoing development as required.

**Expenses:** Reasonable out-of-pocket costs agreed in advance will be reimbursed

**Extra Information:** The minimum age for Support Group Administrator Volunteers is 18 years old.

Two\* satisfactory references and an enhanced DBS are required.

*\*If you are already a RBL volunteer or member, we will only require one reference, from your RBL contact*

**In order to comply with charity regulations, we reserve the right to carry out additional screening if we consider it appropriate to do so.**

**Covid – 19:** RBL Covid-19 secure guidance and risk assessments along with Government Guidelines must be implemented/adhered to.

## What are the benefits for me?

- Experience of supporting carers in the Armed Forces community by facilitating support groups to improve feelings of social isolation and loneliness.
- Develop proficient communication skills.
- Be part of a committed and friendly team.
- Gain skills and experience to build your CV or maintain your current skills.
- Make a difference to the Armed Forces community

## RBL values and behaviours' – does the following describe you?

- Passionate about supporting the Armed Forces community and honouring their contribution.
- A desire to provide great support in all that you do.
- Enjoy and thrive in working in teams and with others.
- An encourager, eager to share your knowledge and experience to help others.
- Committed to being the best you can and to learn and develop new and existing skills

- **This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract.**