

Volunteer facilitators

Role

Supporting the facilitation of learning, peer support and leisure activities.



Location

Online or in-person, either at our Edinburgh Carers' Hub (60 Leith Walk, Edinburgh, EH6 5HB) or Midlothian Carer Centre (Hardengreen Industrial Estate, Dalhousie Road, Dalkeith, EH22 3NX).

Key tasks

- Leading or supporting the facilitation of group activities
- Providing a warm welcome to carers and professionals upon arrival at the venue
- Preparing refreshments for carers attending activities
- Helping to share housekeeping and health and safety information
- Keeping a register of attendees at the event for administrative and fire safety purposes
- Supporting carers to participate appropriately in the events
- Making a note of carers' enquiries and sharing with the Carer Support Team for action

Expectations

- An understanding of carers' needs and the difficulties they face
- Good communication skills, including active listening and empathy
- Capacity to maintain boundaries
- An ability to create a warm and friendly atmosphere
- Willingness to attend induction and relevant training
- An ability to deal with difficult and challenging situations
- Sensitive approach to confidential information received as part of your volunteering role
- Adherence to organisational policies and procedures, including safeguarding and data protection protocols
- Understanding of and commitment to the vision, mission and aims of VOCAL, in particular, equality and diversity
- Volunteer facilitators will be expected to become a member of the Protecting Vulnerable Groups (PVG) Scheme, to support vulnerable adults. This membership is free for volunteers.

Commitment

At least three hours per month. Daytime on Tuesdays, Wednesdays, and Thursdays is preferred.

Support

You will be given regular guidance and support by your volunteer manager. This will allow you to identify any relevant training which may be helpful, and you will be offered suitable development opportunities to support you in your role. You will also be invited to regular meetings with your peers.