

# Position Description

## Online Support Group Facilitator - Volunteer



Anxiety Disorders Association of Victoria, Inc.

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*July 2020*

<b>Job Title:</b>	<b>Online Support Group Facilitator</b>
<b>Reports to:</b>	Support Group Coordinator and Support Services Assistant
<b>Working Hours:</b>	2 hours per group meeting (7pm – 8.30pm) Need to be available from 6.45pm – 8.45pm
<b>Work days:</b>	Monday Evenings Wednesday Evenings (Tuesday or Thursday Afternoon 1pm – 2.30pm)
<b>Term:</b>	Voluntary with a commitment of 12 months (approximately 20 - 25 meetings)
<b>Location:</b>	Online from the comfort of your own home.

### Requirements:

*Training and Development requirements:* In addition to attending facilitation shifts, there is a requirement to attend compulsory quarterly group supervision and team meetings (duration of two hours, held on a weeknight). It is also a requirement to attend two one-off training sessions, facilitator training and Suicide Awareness Training. Both training sessions are typically held on a weekend, with a duration of 6-7 hours.

*Financial requirements:* As ADAVIC is a self-funded organization, there are financial requirements relating to this position which help to cover our costs. Requirements for this position include:

- ADAVIC Membership (\$45 annual fee)
- Volunteer Training and Supervision fee (\$50 annual fee)
- Suicide Awareness & Risk Assessment one day training session \$65.00

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### Position Summary:

ADAVIC provides weekly facilitated peer support group meetings for the general public across several metropolitan locations and also online support groups via Zoom. Meetings are co-facilitated by ADAVIC volunteers to ensure the safe and effective operation of these meetings, and to enable a supportive and encouraging atmosphere for peer-discussion and psycho-education related to anxiety and depression.

### Purpose of the role:

Facilitators assist group participants to discuss experiences relating to anxiety and depression by providing a safe and comfortable setting, and lead by example about appropriate topics and communication.

Facilitators utilize processes which encourage and elicit discussion rather than diagnose problems or prescribe change. As such the role is different to a therapy role, and Facilitators are not required to be

fully trained or registered mental health professionals. However, empathy, respect and professionalism are required qualities from Facilitators.

### **Main duties and responsibilities**

Support Group Facilitation typically includes the following tasks:

- Assisting diverse individuals to come together as a group and discuss issues and experiences related to Anxiety and Depression disorders.
- Ensuring the group experience is maintained as supportive, friendly and safe so that personal and vulnerable experiences can be discussed without fear of intimidation or embarrassment.
- Defusing and averting conflict situations.
- Directing discussion at support group meetings.
- Providing a focus of discussion regarding mental health issues and experiences related to Anxiety, Depression, Social Phobia, Panic Disorder, Agoraphobia, Self-Esteem issues, Obsessive Compulsive Disorder, and Post Traumatic Stress Disorder.
- Providing psycho-education regarding the nature of and treatment of anxiety disorders when required.
- Preparing and presenting information relating to Anxiety disorders as required.
- Being involved in de-briefing procedures with fellow facilitators at the conclusion of support meetings
- Attending team meetings, training sessions, and group supervision sessions to gain feedback and to ensure continual learning and development.
- Collecting statistics and writing reports relating to the progress of support group meetings.

### **Skills & Experience required**

- A graduate degree in psychology, social sciences, humanities or related areas
- An understanding of the issues involved in anxiety disorders
- Excellent communication skills
- Confident public speaker
- Assertiveness and an ability to direct and guide others
- Ability to work with a diverse range of personalities
- Ability to fulfil tasks as part of a team, especially in a co-facilitation environment
- Able to use judgment and act on own initiative
- Reliable and dependable
- Ability to follow directions and to work within the scope of the role.

## **About ADAVIC**

Anxiety Disorders Association of Victoria is a not-for-profit, self-funded organisation. We provide support, information and resources to individuals suffering from or affected by anxiety, depression, and related issues.

Our unique grass-roots service bridges the gap between the individual, the local community, and health professionals. Our practical services have a positive effect on our client's lives through:

- reassuring people that they are not alone in their distress and that assistance is available
- providing information and resources to assist in a wide-range of self-help solutions; from information packs, books, CDs, and online services through to psycho-educational sessions, courses and workshops
- encouraging people to overcome their fears and decrease their sense of isolation by participating in support groups and attending social events
- promoting professional help; through running workshops, providing an online directory of therapists, and phone referrals to health professionals
- helping all of those affected by anxiety and depression issues, including sufferers, carers, parents, family and friends
- raising awareness and de-stigmatising anxiety and depression in the general community
- offering information and services to help equip health professionals