

<b>Role Title</b>	Group Support Volunteer – Healing Circles
<b>Responsible To</b>	Healing Circles Facilitator / Programme Lead
<b>Commitment</b>	Ongoing (agreed schedule of sessions)
<b>Location</b>	TBC

## ROLE OVERVIEW

Our Healing Circles offer a safe, supportive space for women to come together, share their experiences, and begin their journey towards healing. This volunteer role supports the Healing Circles facilitator in the smooth and compassionate running of each session. A key aspect of this role involves providing calm, sensitive, and person-centred support to women who may become distressed, using de-escalation approaches to help them feel safe and heard.

## KEY RESPONSIBILITIES

- Assist the facilitator with setting up the room prior to each Healing Circle session, ensuring the space is calm, safe, and comfortable.
- Welcome and register clients on arrival, checking them in sensitively and professionally.
- Provide a warm, reassuring presence throughout each session, supporting participants to feel settled and safe.
- Identify women who may be showing signs of distress and respond with calm, compassionate, and appropriate de-escalation support.
- Liaise discreetly with the lead facilitator when a participant requires additional support or intervention.
- Assist with taking down the room and restoring the space at the close of each session.
- Maintain accurate attendance records and report any concerns to the facilitator in a timely manner.
- Maintain strict confidentiality in respect of all client information and disclosures.
- Participate in briefings, debriefs, and supervision as arranged by the facilitator.

## SKILLS, KNOWLEDGE & EXPERIENCE

- A compassionate, empathetic approach with a genuine commitment to supporting women's wellbeing.
- Experience of, or training in, de-escalation techniques or supporting people in emotional distress.
- An understanding of trauma and its impact, particularly in relation to women's experiences.
- Ability to remain calm, grounded, and professional in emotionally charged situations.
- Strong communication and active listening skills.
- Ability to work effectively as part of a small team and follow the lead facilitator's guidance.
- Experience of working with women, or in a group or community support setting, is desirable.
- Knowledge of safeguarding practices and awareness of professional boundaries.

## WHAT WE OFFER

- Comprehensive induction, including training in de-escalation and trauma-informed approaches.
- Ongoing support and regular supervision from the Healing Circles facilitator.
- A meaningful opportunity to make a tangible difference in women's lives.
- A reference upon completion of a satisfactory period of volunteering.

*All volunteers are subject to an enhanced DBS check and must complete mandatory safeguarding training before commencing this role*

If you are interested in applying or would like further information on volunteering with us, please email our Volunteering Team [volunteering@rbmind.org](mailto:volunteering@rbmind.org) click on the QR code or call 07849 090901

Thank you for your interest in Richmond Borough Mind

