

Role Title	Group Support Volunteer – Trauma-Informed 12-Week Programme
Responsible To	Group Facilitator / Programme Lead
Commitment	12 weeks (one session per week) plus brief pre/post session time
Location	TBC

ROLE OVERVIEW

This volunteer role provides vital practical and relational support to the facilitator of our trauma-informed 12-week group programme. Volunteers in this position play a key role in creating a safe, consistent, and welcoming environment for participants — many of whom may be navigating significant personal challenges. This is a rewarding opportunity for someone with an understanding of trauma-informed practice and a commitment to supporting vulnerable people.

KEY RESPONSIBILITIES

- Assist the facilitator before each session by setting up the room in a calm, welcoming, and trauma-sensitive manner (seating arrangements, resources, refreshments as required).
- Greet participants as they arrive, supporting a warm and non-threatening welcome.
- Maintain accurate registers at each session, recording attendance in line with organisational procedures.
- Co-facilitate elements of the group under the direction of the lead facilitator, as agreed.
- Monitor group dynamics during sessions and offer quiet, non-intrusive support to participants where needed.
- Support the wind-down and settlement of the group at the end of each session.
- Assist with tidying and resetting the room after each session.
- Communicate any concerns or observations to the lead facilitator promptly and confidentially.
- Attend pre/post-session briefings and debriefs as required.

SKILLS, KNOWLEDGE & EXPERIENCE

- An understanding of trauma-informed approaches and their importance in group settings.
- Excellent interpersonal skills and the ability to engage sensitively with people who have experienced trauma.
- Reliability and commitment to attending all 12 weeks of the programme.
- Ability to maintain professional boundaries and confidentiality at all times.
- Good administrative skills, including accurate record-keeping.
- A calm, patient, and non-judgmental manner.
- Previous experience of group work, community settings, or supporting vulnerable adults is desirable.
- Relevant training in safeguarding, mental health awareness, or trauma-informed care is advantageous.

WHAT WE OFFER

- Full induction and role-specific training prior to the programme commencing.
- Ongoing support and supervision from the lead facilitator.
- The opportunity to develop skills in trauma-informed group work.
- A reference upon satisfactory completion of the programme.

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 click on the QR code or call 07849 090901

Thank you for your interest in Richmond Borough Mind

