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| **Post:** | **Group Support Officer** |
| **Location:** | Hybrid (a mixture of homeworking and minimum of 40% in the office in Leeds) |
| **Contract:** | Full-time; 34.5 hours per week; *this post will require regular evening and weekend work for which flex is given* |
| **Reports to:** | Services Manager – Groups |
| **Direct Reports:** | None |
| **Pay Band:** | B |
| **Last Reviewed:** | September 2023 |

**Purpose of Role:**

At Epilepsy Action we are committed to creating a world without limits for people affected by epilepsy. All our roles contribute to achieving our ambition.

The Group Support Officer is responsible for supporting the smooth running of the UK wide Talk and Support peer networks by providing support and supervision to a team of volunteers delivering our support groups to people affected by epilepsy.

The Group Support Officer is also responsible for the facilitation and development of Talk and Support peer groups in person and online.

**Accountabilities:**

The key accountabilities of the post holder will be:

* Supporting the effective delivery of our programme of groups.
* Ensuring volunteers are highly engaged, motivated, and supported to deliver quality services.
* Ensuring volunteer policies are shared, understood, and followed by our volunteer team.
* Supporting volunteer recruitment and retention to ensure delivery of the service.
* Identifying and establishing new groups

**Responsibilities:**

**Strategy and Organisational Development**

* Inputs to the development of team/department plans and takes on a role in the delivery of the groups service strategy.
* Committed to ensuring people who work with us or use our services have a positive experience and receive quality services and information.
* Ensuring the development and delivery of our groups programme of in person and online to achieve target requirements and wider objectives
* Responsible for positively and proactively engages with organisational changes.

**People and Resources**

* Supports the organisations volunteer strategy which includes the support and supervision of volunteers.
* Recruiting, inducting, and supervising new volunteers; Day to day support, 1:1 supervision, group supervision and annual reviews.
* Provision of regular supervision for volunteers ensuring that they are communicated with regularly, have access to the volunteer portal (Assemble) and are trained and working within the volunteer policies.
* Provision of coaching and mentoring, including providing feedback and addressing issues.
* Deliver training to volunteers to ensure volunteers have the knowledge and skills necessary to fulfil their role.
* Setting objectives and identifying training needs for volunteers.
* Ensure service provision is monitored and evaluated to measure the benefits of in person and online peer support groups.
* Ensure data collection and monitoring is completed by volunteers in line with organisational and funding requirements via the CRM

**Governance and Risk**

* Engages with partners and others in the organisation to identify areas of risk.
* Completes all aspects of the role in line with relevant policies, procedures and legislation including GDPR and Safeguarding.
* Ensure that any data and personal information is stored in line with GDPR and other relevant legislation.
* Support volunteers with any safeguarding concerns in line with organisational policies and procedure.
* Ensure that our peer support groups provide a safe space for open discussion and the sharing of lived experience.
* Ensure volunteering processes are carried out in line with relevant legislation and best practise.

**Stakeholder Relationships**

* Works with internal and external stakeholders and will be responsible for managing some key stakeholder relationships, including volunteers.

**Key Relationships include:**

* Volunteers
* Volunteer network groups
* Community groups

**Other**

* Expected to have or gain an in-depth understanding of epilepsy.
* Completing any other duties relevant and appropriate to the role
* Maintain own professional networks and promote Epilepsy Action on a local and national level.

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| **Person Specification:** | | | | |
| **z** |  | **Essential** |  | **Desirable** |
| **EXPERIENCE, KNOWLEDGE & QUALIFICATIONS** |  | * Working with, developing and supervising volunteers. * Giving feedback, mentoring and/or coaching individuals and identifying training needs. * Delivering training and giving presentations to a range of audiences. * Understanding of good practice in volunteer management and development. * Experience of delivering peer support, or similar, group support services. * Ideally experience of using CRMs or other systems, or ability to learn new systems. * Good understanding and knowledge of safeguarding practices. * Good communication and able to communicate ideas and plans in an appropriate and detailed manner. * Basic understanding of good health and safety. |  | * Knowledge of epilepsy. * Level 3 Volunteer Management Qualification (or willing to work towards it). * Volunteer Management Qualification (L3) * Facilitation of in person and online groups |
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| **SKILLS & ABILITIES** |  | * I.T and digital competencies with an ability to utilise a wide range of relevant digital platforms and systems. * Data analysis skills to review data and information relevant to the role. * Ability to communicate effectively, both in writing and verbally, with people at all levels. * Good decision making, organisational and problem-solving skills, with the ability to work under pressure to meet deadlines. * Excellent interpersonal skills and demonstrable ability to work with individuals from a wide range of backgrounds. * Positive approach to working in a team and contributing to wider organisation goals. |  | * Ability to work with other statutory and voluntary agencies. * Able to manage challenging behaviour. |
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| **VALUES & ATTITUDE** |  | * Commitment to our vision, aims and values. * Willingness to work flexibly and travel for business as required. * Committed to ensuring people who work with us or use our services have a positive experience and receive quality services and information. * Positively and proactively engages with organisational changes. * Committed to ongoing personal development. |  | GCHQ Disability Confident Leader - GCHQ.GOV.UK  **Creating a world without limits for people with epilepsy!**  **We will make a difference by being:**  **Ambitious 🞟 Inclusive Empowering 🞟 Supportive** |