

# Support Group Facilitator

The Support Group Facilitator provides caregiver support to adult caregivers by leading support groups in various communities in the Cowichan Valley.

## Responsibilities

- Facilitate existing support groups for caregivers five times/month in Duncan, and twice a month in Ladysmith and monthly in Chemainus
- Develop additional support groups as needed, including an evening or weekend support group meeting, and groups in South Cowichan and/or Lake Cowichan.
- Ensure caregivers receive professional, meaningful support in a group format by providing boundaries, safety, confidentiality, authenticity and emotional attunement
- Effectively communicate group expectations, and ensure all caregivers have an opportunity to share according to the group guidelines.
- Ensure caregivers are continually assessed and monitored for distress and signs of burnout and refer them accordingly
- Establish professional and effective communication with Caregiver Support Lead and the Executive Director
- Ensure accurate and comprehensive records are maintained using the Zoho case log system, in a timely manner and according to organizational guidelines and priorities

## Tasks

- Receive referrals from the Caregiver Support Lead and contact caregivers in a timely manner
- Ensure new members are greeted and made to feel welcome
- Ensure members are familiar with support group ground rules; maintain the guidelines for support groups
- Prepare and distribute relevant handouts
- Write case notes for each caregiver in Zoho after each support group meeting
- Refer caregivers to other services such as One-on-One support as needed
- Provide information on community resources and refer to services as needed
- Focus on peoples' gifts and strengths, and work in an empowering way
- Gather accurate statistical data and use program evaluation tools
- Set up and take down of support group rooms
- Maintain relationship with facilities hosting support groups
- Attend interagency meetings or other community development meetings as necessary
- Attend community outreach events as necessary
- Attend provincial facilitator meetings as necessary
- Maintain familiarity with Island Health policies and community resources/services
- Contribute to and distribute quarterly newsletter
- Attend monthly staff meetings

## **Knowledge and Skills**

- Excellent group facilitation skills
- Excellent understanding of issues facing caregiving families-the caregiver, care receiver, and family members
- Excellent knowledge of mental health issues in older adults
- Detailed knowledge of community resources for caregivers
- Patience and a calm presence
- Empathy and compassion
- Ability to establish and maintain therapeutic boundaries
- Ability to practice active listening, to listen and hold space without giving advice
- Computer competency
- Ability to work independently
- Ability to communicate effectively

## **Recommended Education and Experience**

- Background in social work, counselling, and/or support work
- Minimum of 2 years experience working with older adults and seniors
- Minimum of 2 years experience facilitating supportive groups
- Background in mental health issues in older adults
- Experience as a paid or family caregiver
- Experience with dementia and a willingness to learn more
- Experience working in and/or with the health care system