

Volunteer Role Description

Title:	Family Abuse Support Group Facilitator
Work Location:	Community Based and / or via Teams
Working Hours:	Part-time (We would like volunteers to commit to at least 1 hour a week)
Responsible to	Volunteer Co-Ordinator
Main purpose of the role:	
Next Chapter is a domestic abuse charity working across the areas of Tendring, Colchester, Maldon, Chelmsford, Braintree & Uttlesford. We provide free and confidential services to support people who are currently experiencing, or have previously experienced, domestic abuse. We are passionate about ensuring that every person has the opportunity to live their life free from domestic abuse As a Family Abuse Support Group Facilitator Volunteer, you will lead group support sessions for individuals who have experienced abuse from a family member — such as a parent, sibling, or adult child. You will create and maintain a safe, supportive, and non-judgmental space where survivors of non-intimate partner abuse can share their experiences, build resilience, and progress in their recovery journey.	
Role specific responsibilities:	
• To be a positive and reassuring presence • Plan and facilitate structured group support sessions in line with organisational guidelines • Create a safe, inclusive, and confidential space that encourages open dialogue and mutual support • Support group members in sharing experiences, developing coping strategies, and rebuilding confidence • Manage group dynamics to ensure respectful, balanced participation and emotional safety for all attendees • Recognise and respond appropriately to distress or disclosures, referring to safeguarding leads as needed • Keep basic session records, attendance logs, and feedback forms in line with data protection and safeguarding protocols • Attend supervision, training, and debriefing sessions with relevant staff. • To be a listening ear from those who have been through a lot of trauma and change. • To ensure that all safeguarding measures are delivered in respect of the service-users • To adhere strictly to policies and procedures in respect of safeguarding adults and children at risk. • To always act in a professional manner, communicate effectively and build and sustain appropriate relationships at all times with clients. • Respect and value the diversity of the client group we work with and recognise the needs and concerns of a diverse range of service users, ensuring the service is accessible to all.	

Skills and qualities needed to be a volunteer mentor

Essential

- Ability to work on own initiative
- Friendly, welcoming manner
- Empathy, sensitivity, and a trauma-informed approach to supporting survivors
- Excellent group facilitation skills
- Confidence managing group dynamics and responding calmly to emotional situations
- Good communication skills
- Understanding of issues surrounding confidentiality and safeguarding
- Working in compliance with policies and procedures
- A sincere desire to help people to achieve their goals
- Non-judgmental
- Strong listening skills
- Sensitivity to persons of different educational, economic, cultural or racial backgrounds
- Ability to maintain boundaries
- Willingness to undertake relevant training
- A good sense of humour
- Flexible approach with basic IT skills

Advantage

- A background in working with trauma victims
- A background in working with addiction and recovery

Next Chapter's commitment to you:

Our Vision

Life without Domestic Abuse

Our Mission

Providing rapid responses to domestic abuse that increase safety for all victims, enabling them to rebuild their lives & create lasting change. Raising awareness through education, training & partnerships in our community.

Our Values

- **Integrity:** We are open, honest and fair in everything we do and everyone we work with. People trust us to do the right things for the right reasons.
- **Respect:** We value the diversity and uniqueness of all individuals and families. We listen & believe our service-users and strive to always walk with them on their journey with us
- **Courage:** We understand and value the courage it takes to work with us and for us. We strive to act with courage; challenging injustices and enabling the voices of our survivors to be heard
- **Pride in doing a good job:** Delivering the very best in all we do and holding ourselves accountable for the outcomes
- **Innovation:** We strive to find new ways to break the cycle of domestic abuse by supporting research, developing best practice and influencing decision-making at the highest possible level

Equal Opportunities

Next Chapter is committed to creating an inclusive environment which celebrates difference and allows our staff, volunteers and service users to flourish.

Development and Progression

Next Chapter is committed to providing its volunteers with opportunities for personal and professional development.

As a volunteer you will be provided with online training including;

- Introduction to Domestic abuse
- Safeguarding children and adults
- Prevent
- Drugs and Alcohol
- LGBTQ+

Ongoing training and support will be given as required.

Safeguarding

Next Chapter are committed to ensuring the safeguarding and wellbeing of children and adults at risk, and all applicants will be required to demonstrate an understanding of and commitment to best safeguarding practice.

Reimbursement of expenses

- Mileage cost @ 40p per mile
- Mobile phone provided
- Next Chapter email address provided

Benefits to volunteer

Volunteers will have the opportunity to develop their skills, work as part of a team, and learn about the way a charitable organisation operates. As well as providing essential support to those who are experiencing, or have experienced domestic abuse.

Your commitment to Next Chapter:**Next Chapter's Vision and Values**

Understand, demonstrate and promote a commitment to Next Chapter's vision and values

Adults and Children at Risk

Demonstrate an understanding of and commitment to best safeguarding practice.

Boundaries and Behaviours

Observe professional integrity in relationships with service users, peers and other relevant professionals

Health and Safety

Be responsible for your health and safety and that of colleagues and service users, co-operating with management and following established systems of work.

Equality, Diversity and Inclusion

Be committed to helping build an organisation that respects and values the diversity of all staff, volunteers and service users, making our services accessible and inclusive, regardless of an individual's protected characteristic.

Confidentiality

Treat all information acquired through the course of your volunteering as confidential and comply with all appropriate policies, systems and procedures.

Information Governance

Apply information governance processes to ensure all necessary safeguards are in place regarding personal information and its appropriate use about our service users, workforce and members of the public.

Continuous Professional and Personal Development

To gain experience within Next Chapter as a learning organisation, seeking learning opportunities either by attending training either externally or internally to improve and broaden your knowledge and skills. Attend regular supervision sessions.

Application process –

Application form

Interview

Right to work

References

Confidentiality Agreement / DBS Consent

DBS

Training

Induction

Trial period

Contact information

<http://www.thenextchapter.org.uk>

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