

Support Group Leader

Lead a thriving support community where people affected by facial palsy can connect, feel understood and support one another.

About Facial Palsy UK and this role

Facial palsy can affect confidence, wellbeing and everyday life. For many people, connecting with others who understand their experiences can be life-changing.

Facial Palsy UK is the only UK charity dedicated to supporting people affected by all causes of facial palsy through information, support and research.

Our support groups bring people together to share experiences, build friendships and access support from others who understand.

As a Support Group Leader, you'll coordinate a local support group, support fellow volunteers and help create a welcoming, inclusive experience for attendees.

This role contributes directly to Facial Palsy UK's **Support** objective by strengthening local support networks and helping people affected by facial palsy access meaningful peer support. It also contributes to our **Inform** objective by helping people access trusted information, resources and opportunities to connect with the wider facial palsy community.

What you'll be doing

- Coordinating the delivery of a local or online support group.
- Planning meeting dates and helping ensure sessions run smoothly.
- Welcoming attendees and helping create a friendly, inclusive and supportive atmosphere.
- Working alongside Support Group Facilitators to deliver engaging and meaningful support group sessions.
- Providing encouragement, guidance and support to Support Group Facilitators.
- Acting as the main point of contact between the support group and Facial Palsy UK.
- Promoting the support group within local communities and relevant networks.
- Gathering feedback from attendees and volunteers to help improve the support group experience.
- Maintaining confidentiality and ensuring activities are delivered in line with Facial Palsy UK policies and guidance.

- Recognising and escalating safeguarding, wellbeing or operational concerns when required.

Skills, qualities and experience

We're looking for people who are:

- Warm, approachable and passionate about supporting others.
- Confident communicators who can build positive relationships.
- Organised and reliable.
- Comfortable coordinating activities and supporting other volunteers.
- Empathetic and respectful of different experiences and perspectives.
- Able to maintain appropriate boundaries and confidentiality.
- Committed to creating safe, inclusive and supportive spaces.

It would be helpful if you have:

- Experience facilitating groups, volunteering or community activities.
- Experience supporting, mentoring or coordinating volunteers.
- Lived experience of facial palsy, or experience supporting someone affected by facial palsy.

Full training and ongoing support will be provided.

What you'll gain

As a Support Group Leader, you'll have the opportunity to:

- Make a meaningful difference to people affected by facial palsy.
- Develop leadership, coordination and volunteer management skills.
- Help shape and strengthen local support networks.
- Join a supportive network of volunteers and staff.

Practical information

Location: Flexible – opportunities are available online and in communities across the UK.

Time commitment: Typically 4–8 hours per month, depending on the size and activity of the support group.

Training and support: Full induction, safeguarding training and ongoing support will be provided. You'll also have opportunities to connect with other Support Group Leaders, share ideas and access additional development opportunities.

Expenses: Reasonable out-of-pocket expenses incurred while volunteering for Facial Palsy UK will be reimbursed in line with our Volunteer Expenses Policy.

Inclusion and DBS information

We welcome volunteers from all backgrounds and communities and are committed to creating an inclusive and supportive environment for everyone.

This role is subject to a Disclosure and Barring Service (DBS) check. Having a criminal record does not automatically prevent someone from volunteering with Facial Palsy UK. Any disclosures will be considered fairly, confidentially and in relation to the responsibilities of the role.