

# Online support group volunteer

Stroke Association support groups provide vital support for people affected by stroke in their local area. Built on friendships and fun, groups are a safe and supportive space to try things again, to learn more about stroke and self-care and to build people's confidence as they rebuild their life after stroke.

## What the role involves:

As an online support group volunteer, you will provide remote help with the online elements of supporting a Stroke Association support group. In some cases, working online can feel overwhelming which is why supporting in role could make a huge difference for groups. The role is designed to suit the needs of the group, and the skills of people offering support. If you enjoy getting to know your community, working with others and making a real difference then this is the role for you. To do this role you will be someone who has their own computer and is happy to support remotely.

## What the tasks could include:

### Supporting the running of the online group

- Helping to book in and scheduled zoom meetings
- Communicating with members via email and other channels
- Gathering feedback online from members
- Advertised volunteering opportunities

### Keeping strong links with your local contact at the Stroke Association

- Sharing emails and news to volunteers and members of the group
- Keeping group information on the website up to date
- Dealing with correspondence and keeping staff informed of the group's activities.

### Providing online support to members

- Sending digital welcome packs
- Facilitating online meetings
- Supporting members to get online
- Share information on AbilityNet to support members to get online

- Sharing the Stroke Association's wider support offers with members, such as My Stroke Guide, the Helpline and the website

### **Planning group activities**

- Researching guest speakers, group activities, trips and outings

### **Promoting your group**

- Promoting the group on social media and managing the group's online presence (i.e. mini websites)
- Working with staff to print group posters and leaflets

### **Setting up meetings**

- Setting up online meetings by sharing information and joining links with members.

### **Fundraising**

- Planning fundraising events and activities
- Writing grant applications
- Finding out about local funding opportunities

### **Who the role might suit:**

- Someone who has their own computer and is happy to support remotely
- IT literate, who works well with other people
- A great communicator by phone, email and video call
- Reliable and organised
- Passionate about supporting people affected by stroke

### **What the role can offer you personally:**

- As an online support group volunteer, you will be part of creating a supportive online community for stroke survivors and carers.
- The role is an opportunity to connect with and support your community.
- You will meet new people who care about the same things.
- You will make a real difference to people's lives.
- A chance to develop new skills with a UK wide charity, which can improve your CV and employability.

## Training for this role:

We provide all of our volunteers with training so they feel confident in the role and are able to give the best support to stroke survivors and carers. Our courses are accessed via an online learning system called Learn.

**Essential training** for the role is:

- The Stroke Association's People welcome session (2.5 hours over LEARN)
- GDPR (online module over Learn and factsheet)
- Safeguarding training (online module over Learn)

**Additional learning opportunities** are available to develop your skills and experience:

Hidden Effects of Stroke / Emotional Impact of Stroke / Supporting People with Aphasia

**We also offer ongoing support and expenses where appropriate.**

## Where and when you would volunteer:

This role is remote. A Disclosure and Barring Service (DBS) check in England and Wales and an Access NI check in Northern Ireland are **not** required for this role. In Scotland you **will** need to become a member of the Protecting Vulnerable Groups (PVG) scheme.

You would be volunteering every Thursday from 10.30 to 11.30am.

The person to contact about this role is: Maureen Hunter, Engagement Officer on email [engagementteamsotland@stroke.org.uk](mailto:engagementteamsotland@stroke.org.uk).

**Our vision** is for there to be fewer strokes, and for people affected by stroke to get the help they need to live the best life they can.

**Our core purpose** is to be the trusted voice of stroke survivors and their families. We want to drive better outcomes in stroke prevention, treatment and lifelong support for everyone affected by stroke.

**Volunteer and  
make a difference.**

Find out more about stroke, what we do and how you can help:  
**stroke.org.uk** or call our  
Stroke Helpline: **0303 3033 100.**