

SUPPORT GROUP FACILITATOR

Position description | The Liver and Kidney Hope Foundation (TLHF)

Position	Support Group Facilitator	Program	TLHF Support Groups
Supervisor	Social Work (licensed social worker) and Volunteer Coordinator	Status	Volunteer (unpaid); any stipend only if approved by the Board
Time	One meeting a week or month, plus about 1 hour of prep	Location	Nevada; in person, virtual, or hybrid
Minimum age	21 or older	Screening	Application, interview, reference and background checks
Prepared by	_____	Approved / date	_____

Position summary

Facilitators guide TLHF peer support groups so that people living with kidney or liver disease, and the people who care for them, feel safe, heard, and less alone. TLHF is a Nevada 501(c)(3) nonprofit that provides liver and kidney health education, community support, and outreach. The facilitator opens and closes each meeting, applies the group agreements, keeps the conversation balanced and respectful, notices when someone is in distress, and connects members to resources. Facilitators are peers and guides, not medical providers or therapists.

Who the group is for: Adults living with kidney or liver disease, people on dialysis, transplant candidates and recipients, living donors, caregivers, and people grieving a loss.

Welcome open a safe, kind space	Guide balance voices and topics	Protect confidentiality and safety	Connect resources and referrals
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A Prepare and open the meeting

- Arrive early, set up the room or video meeting, and test equipment.
- Welcome members, introduce yourself, and read the group agreements aloud.
- Invite newcomers to introduce themselves, and remind everyone they may pass.

B Facilitate the discussion

- Guide a round of sharing and a featured topic, keeping time and balance.
- Encourage "I" statements, redirect advice-giving, and handle cross-talk and interruptions kindly.
- Be comfortable with silence, strong emotions, and different opinions.
- Close the meeting with a word of hope and announcements.

KEY RESPONSIBILITIES (CONTINUED)

What the facilitator does

C Support, safety, and referrals

- Notice signs of distress, and follow the crisis procedure: 988, 911, and notify the supervisor promptly.
- Offer approved resources and refer people to the Social Work department for support.
- Follow privacy rules, and report incidents and concerns the same day.

D Records and communication

- Complete attendance and brief session notes without identifying information.
- Share needs, trends, and concerns with the supervisor and the Service Coordinator.
- Keep contact with members within TLHF channels and policies.

E Growth and self-care

- Complete training, supervision, and refreshers, and practice self-care.
- Mentor co-facilitators and new volunteers when asked.

A typical meeting

Typical 90-minute meeting	Time	What happens
Welcome and check-in	10 min	Greet members, settle in, and sign in
Group agreements	5 min	Read aloud; welcome newcomers; remind that members may pass
Round of sharing	30 min	Each person may share or pass; facilitator keeps time and balance
Featured topic	30 min	Discussion, guest, or activity; facilitator guides
Resources and announcements	10 min	Share approved resources, events, and referrals
Closing circle	5 min	One word or hope for the week; thank everyone

BOUNDARIES, SAFETY, AND QUALIFICATIONS

Where the role begins and ends

Boundaries

Facilitators always	Facilitators never
✓ Welcome everyone and read the group agreements at the start ✓ Keep what is shared confidential and remind members of the limits of confidentiality ✓ Balance the time so everyone who wishes can speak ✓ Stay calm, kind, and neutral when views differ ✓ Refer medical questions to the person's own healthcare team ✓ Follow the crisis procedure and tell the supervisor about any concern ✓ Call 911 in an emergency and report it afterward	✗ Give medical, legal, or financial advice, or recommend treatments, medicines, or supplements ✗ Diagnose, treat, or provide therapy ✗ Share members' names or stories outside the group, or post about the group online ✗ Sell products or services, recruit for other causes, or ask members for money ✗ Start personal, romantic, or financial relationships with members ✗ Meet members alone in private settings as a facilitator ✗ Record or photograph the group without written permission from everyone present

Crisis and safety: what to do

- Thoughts of suicide or self-harm: call or text 988, tell the supervisor, and stay with the person if safe.
- Medical emergency or immediate danger: call 911.
- Concerns about abuse or neglect of a child or vulnerable adult: report to the supervisor right away.

Qualifications

Required qualifications	Preferred qualifications
• Lived experience as a patient, caregiver, or donor, or a related professional background • Completion of TLHF facilitator training and a signed confidentiality statement and code of conduct • Strong listening, empathy, and calm communication • Ability to pass a background check • Reliability and willingness to follow TLHF policies	• Peer support, Mental Health First Aid, or crisis training • Experience leading groups or teaching • Bilingual ability (for example Spanish and English) • Comfort with virtual meeting tools • At least one year since your own diagnosis, transplant, or loss

TRAINING, SUCCESS MEASURES, AND AGREEMENT

Preparation, expectations, and sign-off

Training and supervision

Required training and support	What it covers
Orientation	TLHF mission, scope, Support Group Facilitator Manual, and policies
Group agreements and boundaries	Confidentiality, anonymity, roles, and ethics
Crisis and safety	Suicide awareness, 988 and 911, incident reporting, mandatory reporting awareness
Facilitation skills	Active listening, balance, conflict, and virtual facilitation
Health and cultural topics	Kidney, liver, transplant basics; infection prevention; cultural humility
Supervision	Monthly check-ins with the supervisor; annual refresher

Success measures

Success measure (examples)	How it is tracked
Attendance and retention of members	Sign-in sheets
Member satisfaction and sense of safety	Surveys and feedback
Zero unresolved safety or confidentiality concerns	Incident log
Training, supervision, and notes complete	Training and supervision records

The first three months

FIRST MONTH	SECOND MONTH	THIRD MONTH
Complete orientation and training. Observe two meetings.	Co-facilitate with an experienced facilitator. Receive feedback.	Lead a meeting with observation, then lead on your own with support.

Please note

Volunteer status: This is a volunteer position. Volunteers are not employees, and this description is not a contract. Either party may end the role at any time. Any stipend or payment must be approved by the Board and reviewed by counsel. **Equal opportunity:** TLHF welcomes volunteers of every background and provides reasonable accommodations for people with disabilities.

Facilitator signature	_____	Date	_____
Printed name	_____	Supervisor signature	_____
Volunteer Coordinator	_____	Date	_____