

## EXAMPLE – Group Staffing and Role Descriptions (Centre for Innovation in Peer Support-Specific)

This document provides an example of group staffing structures and role descriptions used by the Centre for Innovation in Peer Support. It is shared for illustrative purposes only and reflects Centre-specific policies, systems, and operational contexts.

### The Group Facilitation Team

#### Staffing & Support House Policy

A two-person team consisting of a Facilitator and a Host will be in each group space. In accordance with Support House Group Policy, a ratio of 1 staff person for every 15 participants must be maintained. Having two staff in a group allows for up to 30 attendees.

Facilitators use the group link to sign in under their own account. Hosts use the login information listed below to sign into Zoom and start the group, assigning co-host permissions to the Facilitator once they join the space.

	USER LOGIN	PASSWORD
<b>GROUP/ 1:1 SUPPORT</b>	<i>Insert Zoom/MS TEAMS login information</i>	<i>Insert password</i>

#### Facilitator Role

Before the group begins, Facilitators are responsible for preparing group content and sharing this with the Host before the start of the group. They foster a welcoming space by grounding participants in peer values and reorient to them as needed. Focus is on group dynamics, maintaining flow of the conversation, and activities.

#### Host Role

The Host has a dual focus that includes administrative responsibilities and providing background support in the group space. Administrative responsibilities include:

1. noting participants in attendance
2. recording and authenticating the group contact in EMHware
3. monitoring the Centre mailbox to support those experiencing technology-related barriers preventing them from joining the group

Host support provided within the group space includes:

1. admitting participants from the waiting room
2. supporting participants to navigate technology-related difficulties
3. responding to messages in chat (e.g. if peers are experiencing tech challenges, let us know they are leaving the group space, or need to connect after group)
4. maintaining safety and confidentiality in the space by:
  - a. moving participants to the waiting room if someone appears around them, accompanied by sending a message to the waiting room to explain why they were moved and invite them to email [centreinfo@supporthouse.ca](mailto:centreinfo@supporthouse.ca) when they have moved to a private space to rejoin
  - b. muting participants who are interrupting others, making discriminatory comments or sharing details of experiences that are not trauma-informed (e.g., details of self-harm or substance use)
  - c. turning off a participant's camera and muting their audio if they are using substances or something looks to be inappropriate in background
  - d. if a meeting is "Zoom Bombed," (someone enters the room who is uninvited, intending to disrupt the meeting space, or do harm) removing the individual from the group immediately and locking the group space. This removes them from the entire live session, making them unable to rejoin.
5. contributing to the conversation when beneficial
6. being prepared to step into the Facilitator role should the scheduled Facilitator lose their internet connection until they are able to rejoin the space
7. creating a breakout room if the number of participants in the Wellbeing group exceeds 13 (not including staff), remaining in the main space and stepping in as a facilitator, assigning the scheduled facilitator to the created room, and dividing participants between the spaces

## Host Role Checklist

For all groups:

- Set chat permissions to reflect who participants can connect with during group
- Admit participants from the waiting room
- Rename participants if needed (e.g., remove last names to maintain confidentiality)
- Mute participants once the group starts and to eliminate background noise
- Share [Distress and Crisis resources](#) during group introduction
- Take note of participants' names as they arrive for attendance
- Support participants in navigating technology-related challenges
- Monitor centre inbox to mitigate technology-related challenges to entering the group
- Record and authenticate group contact in EMHware
- Record discussed topic in the Group Topic Summary Chart on Teams

### In Self-Help groups only:

- Lock the room after 5 minutes passed the group start time
- Unlock the group for 5 mins if you notice that someone suddenly leaves the space, accounting for possible internet connection loss