



Depression and Bipolar
Support Alliance

Support Group Facilitator Volunteer Role Description

Scope of Role

A DBSA Volunteer Facilitator works closely with DBSA National staff on the Peer Support Services team to provide access to peer support through the National Online Support Group program. Volunteers may assist with scheduling, starting, co-facilitation support, completion, and feedback from the meeting. Volunteers will work closely with other volunteers to learn from and support each other to ensure groups are covered.

Duties & Responsibilities

- Begin, facilitate, and close meetings according to DBSA training and guidelines.
- Create a safe environment for participants to share by being knowledgeable with the support group guidelines and enforcing guidelines where necessary.
- Promote and help foster sharing experiences, feelings, and ideas to continue discussion throughout the duration of the group.
- Increase engagement by posing topics, asking questions, and continuing discussions.
- Serve as a source of support and have knowledge about DBSA resources and be able to direct participants to these resources.
- Provide peer support, *not therapy*. Peer support involves providing empathy, encouragement, and resources by sharing your lived experience.
- Work collaboratively with other facilitators and co-facilitators to ensure adequate coverage when needed.
- Facilitate at least 2 support groups per month during the agreed upon times; notify DBSA staff when they cannot make this commitment and work with other volunteers to find coverage.

Qualifications

- Identifies as a peer (or supporter, where applicable) living with a mood disorder and currently experiencing wellness
- Displays confidence in sharing their own lived experience of living with a mood disorder diagnosis and is knowledgeable and competent in guiding users to DBSA resources
- Comfortable enforcing support group guidelines and safely and effectively handles conflict
- Communicates in a neutral manner from first-hand experience
- Ability to problem solve or respond to questions they may not have the answers to
- Demonstrates empathy through communication with others
- Completes all required training prior to starting
- Comfort in using and troubleshooting video conferencing software

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