The Support Group Staff

There are three organizational components that make up a successful group: Administration, Facilitation and Management. Each of these components require a significant time commitment. It is not reasonable to expect one person to effectively handle them all. Support Group Staff must be composed of people who are willing to accept ongoing responsibility.

Administrator

The Tasks

- Handle all nonmember related contacts.
- Keep the Support Group books and records
- Contact speakers and arrange schedules for future meetings.
- Prepare News Releases and Announcements promoting the group.
- Keep track of funds, dues, petty cash, and expenses paid out for refreshments, books, etc.

The Traits

- A self-starter, go getter who can work without supervision.
- Well organized with attention to detail.
- Good sense of time management.
- Does not have to be a "People Person" or deal directly with the Group's members.
- Does not have to have personal experience with the Group's purpose, but it is best if he or she does.
- Not afraid to call people he or she doesn't know in order to promote the group.
- The founder often has the best personality characteristics, drive, and motivations to handle the administrative tasks.

The Facilitator(s)

The Tasks

- Greet members as they arrive and introduce them to other members.
- Be a role model of acceptable group behavior.
• Upon establishing the ground rules and agenda for the meeting, take a subsidiary role deferring to all the members.
• Have the skill to make sensitive or well-timed remarks to draw members out.
• Be constantly alert to each member's involvement or lack thereof.

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The Manager

The Tasks

• Keep records of the date, time, and attendance of each meeting.
• Keep Profile Cards on each member.
• Telephone new and prospective members when appropriate.
• Help the facilitators set up the meeting room and refreshments.
• Attend each meeting and aid in the group networking.

The Traits

• Much the same as the facilitator(s).
• Can be a member of the group who has progressed and learn to cope, and wants to be more involved.
• Must be able to take a subsidiary role to the other members and facilitators.

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