NEUK

Online Facilitator Handbook

Information and guidance for online group facilitators.

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Welcome

Hello, and thank you for volunteering with Neuk.

This guide should be read alongside the Volunteer Handbook. It contains guidance specific to the online facilitation volunteer role, including:

- Facilitating online meet ups,
- accessibility and inclusion,
- safeguarding responsibilities,
- planning and practicalities,
- and where to go for support.

You'll also get your own Google Drive folder with all the key documents you need for this role. This includes:

- a bank details form for your first expenses claim,
- a risk assessment template and example,
- the Code of Conduct,
- the Simple Safeguarding Guide,
- and other useful information.

We'll keep everything in one place so it's easy to find.

By hosting and facilitating online meetups, you're helping build creative community spaces led by and for neurodivergent artists across Scotland. These gatherings give people a chance to connect, share, and feel less alone in what can often be an isolating arts world.

We know volunteering takes time, effort and emotional energy. We're deeply grateful that you're helping make our collective stronger.

Your Role as a Neuk Online Facilitator

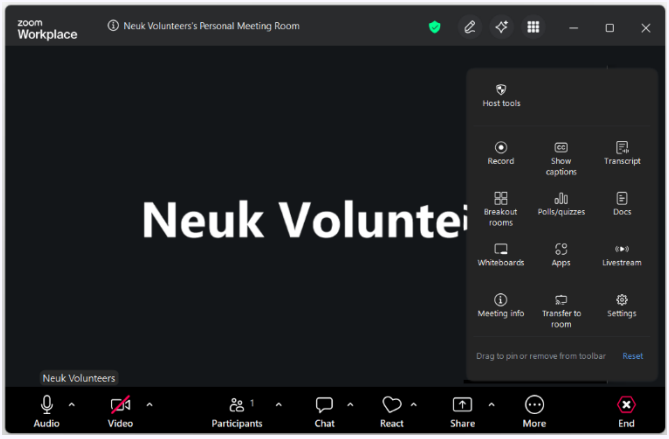
You will be facilitating regular or one-off online meet ups, events or workshops.

The facilitator's role is to hold a safe, welcoming and supportive virtual space for neurodivergent creatives to come together over a shared interest or purpose. All online Neuk spaces aim to be warm, low-pressured, community-centred gatherings. They are an opportunity to discuss, connect, and support one another in a gentle, encouraging atmosphere.

What you'll be doing

- **Working closely with our staff** team – we're here to support you!
- **Organising and planning** online meetups or events – for example, choosing a date/s, choosing the theme or context for the meet up and letting us know so we can list it on Humanitix, and creating a simple plan for the meeting/event.

- **Virtual Logistics**: Manage the online "room", admitting attendees, managing muting/unmuting, and sharing digital resources. (See practical Zoom guide below - we can also provide training on this)



- **Welcoming people** – greeting attendees, helping them feel comfortable, and reminding everyone of our Code of Conduct by putting it in the chat.
- **Holding the space** – making sure the group runs in a safe, respectful way where everyone has a chance to take part and speak.
- **Sharing attendance and feedback** – letting the team know how it went (attendance numbers, any issues, or ideas for next time).
- **Safety & Well-being**: Maintain a safe space by adhering to Neuk's safeguarding and confidentiality policies (See the Simple Safeguarding Guide below for more details)

What you are **not** expected to do

You are **not** expected to:

- handle crisis support,
- admin beyond your role, or
- spend money out of pocket.

(See the Simple Safeguarding Guide later in this handbook for what to do if you're worried about someone.)

How we support you

Volunteers are supported by the Neuk Volunteer Coordinator, who can help with:

- planning event/s,
- promotion,
- accessibility,
- and practical problem-solving.

The Neuk Volunteer Coordinator is:

Joanna Young

volunteers@doorinthewall.co.uk

Phone: 07585822616 (only on during Joanna's work hours – please leave a message or voice note and Jo will get back to you.

Safeguarding

Please read the **Simple Safeguarding Guide** in your volunteer folder.

For online events:

- At least 2 volunteers should be present.
- Do not arrange one-to-one meetings with members.
- Use Neuk email or group channels for official messages.
- Keep members' personal information private.
- Do not try to provide crisis support or advice outside your role.
- Make sure Otter.ai is switched on for the meeting.

If you are worried about someone, contact a Safeguarding Officer.

If someone is in immediate danger, call **999**.

Who to contact

Primary Safeguarding Officer

Tzipporah Johnston

tzipporah@doorinthewall.co.uk

07305 853884

Secondary Safeguarding Officer

Catriona Stewart

cas.stewart.101@gmail.com

Online reporting form

https://docs.google.com/forms/d/e/1FAIpQLSenqTKWbtAEv7ecYklDCPj5D1bwBW1Tp2706BVmGUbGCLhY9Q/viewform?usp=header

You can always speak to the **Volunteer Coordinator** if you are worried:

Running Online Events

Neuk online events can be as simple or creative as you like. Some are just a hangout / chat, others are more structured. The most important thing is that they feel welcoming, safe, and accessible.

Types of events you might run

- Artist meetups – casual chat on a set topic.
- Work sharing – people bring something they're working on and share if they want to.
- Body-Doubling – shared online co-working space (see Body-Doubling Guide for more information)
- Create & Connect – doing creative work alongside each other.
- One-off events – e.g. a talk, workshop, or seasonal gathering.

You know your community best. You'll have a sense of what you'd feel confident offering and what the collective might enjoy. Remember we are here to support you and can offer further training or shadowing opportunities where needed.

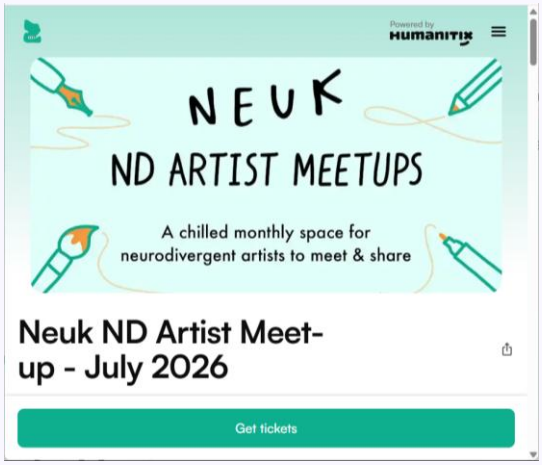
Risk Assessments

We have a risk assessment for all online events that you should read here. There is also a copy in your Google Drive folder.

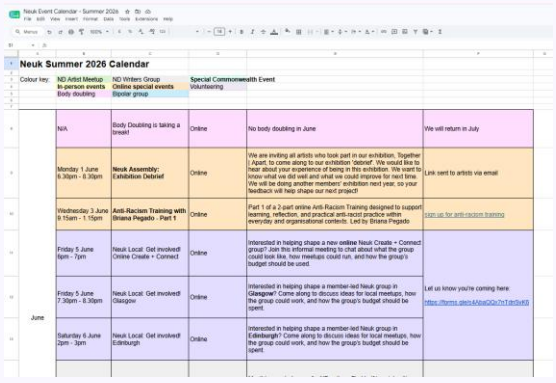
If you are doing anything that is not already covered by the risk assessment, speak to staff and we can help you risk assess it.

Planning Events

Many online events are already ongoing and don't need advance planning. However, if you are setting up a new online event they need to be organised at least 5–6 weeks in advance. This gives us time to set up the Humanitix page, promote the event, and make sure everything is ready.



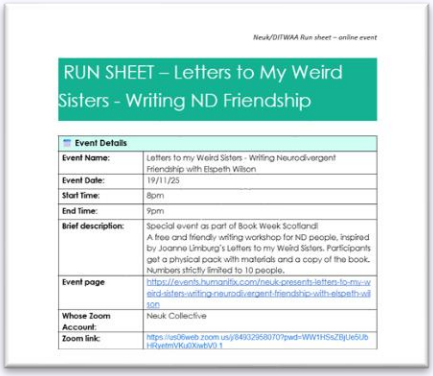
The earlier you can plan, the better – we put out a seasonal calendar four times a year, so if you know your dates early we can include them there too.



New Event Planning Timeline

At least 5-6 weeks before

- Choose a date and schedule on Zoom.
- Make sure at least 2 volunteers are available to cover the event.
- Send the details to us at volunteers@doorinthewall.co.uk so we can set up a **run sheet** and Humanitix page, add it to the calendar, and start promotion.



Neuk/DITWAA Run sheet – online event

RUN SHEET – Letters to My Weird Sisters - Writing ND Friendship

Event Details	
Event Name:	Letters to my Weird Sisters - Writing Neurodivergent Friendship with Elspeth Wilson
Event Date:	19/11/25
Start Time:	8pm
End Time:	9pm
Brief description:	Special event as part of Book Week Scotland! A free and friendly writing workshop for ND people, inspired by Joanne Limburg's Letters to my Weird Sisters. Participants get a physical pack with materials and a copy of the book. Numbers strictly limited to 10 people.
Event page	https://events.humanitix.com/neuk-presents-letters-to-my-weird-sisters-writing-neurodivergent-friendship-with-elspeth-wilson
Whose Zoom Account:	Neuk Collective
Zoom link:	https://us06web.zoom.us/j/84932958070?pwd=WW1HSsZBjUe5UbHRyetmVKu0XwbV0.1

A **run sheet** is a short plan for the event – it lists what's happening, who's responsible, and when things need to happen, so everyone is on the same page.

2-3 weeks before

- Plan any activities you want to do at the meetup.

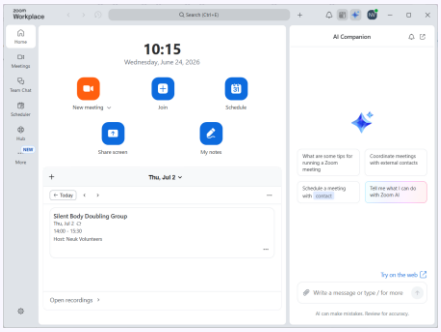
Week of the event

- Print or prep materials if needed.

Day before the event

- We will confirm the final names and numbers booked on Humanitix.
- Check the run sheet again to make sure everyone knows their roles, responsibilities and timings.

On the day



- Log on to Zoom 15 mins early to check your internet connection, mic and camera and be ready to host
- Have the attendee list open so you can track who's joined, admit and greet people as they arrive online.
- Remind everyone of the Code of Conduct in the chat.
- Hold the space – make sure everyone feels included and has a chance to speak. This might involve gently encouraging more talkative people to let quieter voices speak.

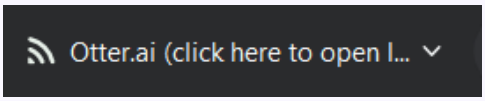
After the event

- Log out of Zoom
- Send us a short update (how many people came, any feedback, anything we should know).
- Take a breather – you did it!

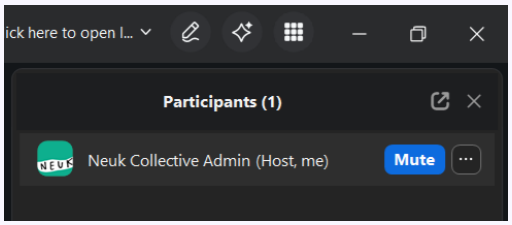
Accessibility Tips

We want all our meetups to feel as inclusive as possible. What makes something accessible and inclusive is often very individual. But here are some general things that help:

- Always make sure the Otter.ai is switched on in Zoom (see guide below), this enables people to access more accurate captions and makes sure the meeting is recorded for Safeguarding purposes.



- It's always okay to turn the camera and mic off, stim, or take breaks.
- For sessions lasting longer than an hour always add a short 10 min comfort break.
- Remind people to stay muted unless they are speaking. If someone is unmuted and making a lot of noise, you can put them from the Participants tab



- Always give people the option to contribute either verbally or in the chat function.
- If you feel comfortable to do so, share your pronouns with your name to encourage others to do the same if they want to. You can also put these in your Zoom name.
- For structured events, put a short agenda in the chat or give a simple verbal outline at the start.
- Everyone has something to bring. Please give space for quieter voices.

If you're ever unsure, you can ask the team for support or resources.

Healthy Boundaries

It's important to maintain healthy boundaries with meetup attendees. It can be easy to take on too much and get burnt out.

Setting clear limits around your time, labour, and emotional energy helps keep you well in the long run.

Your role as a volunteer is to host the meetup, not to take on people's problems. Neuk is about peer support and connection, not providing therapy or crisis support.

- If someone is upset, you don't need to fix things – just treat them with respect.
- If you're worried about someone, see the Safeguarding Guide for what to do.
- If something feels like too much for you, let us know and we'll step in.

Some Helpful Links:

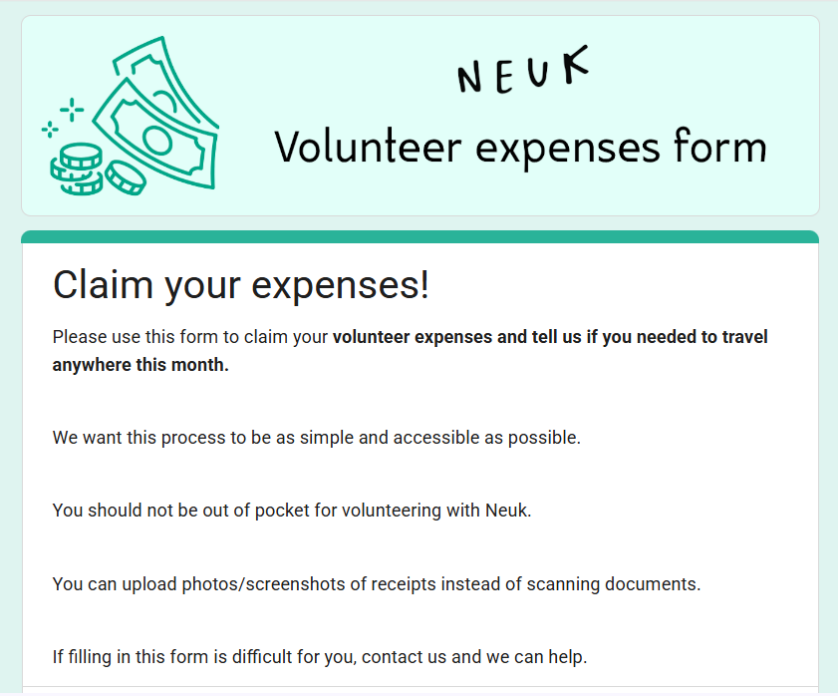
- Stress (information from Mind)
- Personal Boundaries Explained - Setting The Emotional Boundaries You Need
- How to Set Healthy Boundaries (PositivePsychology.com)
- How I learnt to set boundaries with a friend for my mental health

Expenses

To claim expenses, including your volunteer allowance:

- Complete an Expenses Claim Form
- Attach a screenshot or photo of your receipt, if needed (you do not need a receipt for the volunteer allowance).

You'll also be asked to record your volunteer hours when submitting expenses or volunteer allowance claims.



Remember to claim your allowance through the online form each month!

Please also make sure you have sent us your bank details form so that we can pay you (see your Volunteer Onboarding Pack)

Where to get Support

- **Event support** – Check your event run sheet to confirm your main contact. They can help with planning, promotion, or issues on the day.
- **Safeguarding concerns** – See the Safeguarding Guide earlier in this handbook.
- **Other questions** – If you're unsure, just ask. You're not on your own.

Developing Your Skills

We want volunteering with Neuk to be a positive experience for you, as well as for the people who attend meetups. This includes supporting you to learn new things and develop your skills.

- We may sometimes ask you to complete training (for example, safeguarding or accessibility). We will always cover the cost.
- During onboarding, we will ask about skills you would like to develop and look for opportunities where possible.
- Volunteers may also be invited to attend training sessions run for staff and freelancers, where appropriate.

Our aim is that you finish your time as a Neuk Local volunteer with useful skills and experience that you can take into other areas of your life and work.

Contact Information

Emergency Contact

(Please save this in your phone)

Tzipporah Johnston

07305 853884

tzipporah@doorinthewall.co.uk

Neuk Volunteer Coordinator

(Please save this in your phone)

Joanna Young

07585822616

volunteers@doorinthewall.co.uk

General email contacts

hello@doorinthewall.co.uk

neuk@doorinthewall.co.uk

Other Staff

- Neuk Local Coordinator (Anna Whealing)
  anna@doorinthewall.co.uk
- Participant Liaison (Amy Milner)
  edi-neuk@doorinthewall.co.uk

Safeguarding Contacts

- **Primary Safeguarding Officer**
  Tzipporah Johnston
  tzipporah@doorinthewall.co.uk
  07305 853884

- **Secondary Safeguarding Officer**
  Catriona Stewart
  cas.stewart.101@gmail.com

- **Online reporting form**