

Implementing Quality Frameworks Steering Group Member - Branch representative

Why we need you

The MS Society needs to ensure that the services and products it delivers are 'excellent'. This means that they meet defined standards based on agreed outcomes.

We need to develop these quality standards and help everyone who delivers our services or products to ensure they meet them.

We are setting up a Steering Group to direct and contribute to the development of quality standards for both our new and existing services and products.



We would like to recruit current MS Society branch committee members join this Steering Group.

Your role would be to ensure that your unique insights, experience and knowledge, as a current MS Society branch committee member, inform the development of these standards, particularly around helping us to identify what 'good' should look like. There will also be a number of MS Society staff participating.

What you could be doing

- Ensuring that we develop and implement appropriate quality standards which will enable us to measure, report on and help to improve the quality of our services and products.
- Attending meetings (either in person or via telephone).
- Participating in the discussion during the meeting. This will involve reviewing the progress of the project, and contributing to decision-making. You will be asked to offer your perspective, based on your experiences of providing support to people affected by MS. There are no right or wrong responses.
- Reading and responding to emails between meetings.

We're the leading UK charity committed to beating MS

- Being a 'champion' of quality within and outside the MS Society.
- Representing people affected by MS.

What skills, experience and abilities you need

- A real interest in improving support for people affected by MS
- A commitment to representing the diverse range of people affected by MS, and thinking broadly about the impact of MS on people's everyday lives.
- Confidence expressing your views in group discussion.
- Ability to review evidence in a balanced and considerate way.
- Willingness to learn and develop, and to seek help if you come across ideas you don't understand.
- Willingness to assist in finding solutions as they arise.
- Good communications skills, and interest in helping the MS Society to share the work – for example, through writing blogs or helping to present in public.
- IT literate – comfortable using a computer to email, search on the internet and use Microsoft Word to work with written documents.

What the MS Society can offer you

- To make a difference to people affected by MS through ensuring our services and products are of high quality.
- To be part of a new project that brings together people affected by MS and MS Society staff.
- To develop your meeting and critical thinking skills.
- To give you greater confidence in group settings.

What else you need to know about the role

Code of conduct

- Treating all meetings, discussions and emails as confidential.
- To listen to others respectfully.
- To represent volunteers working in our branches, not just relating your own, personal experiences.

Recruitment process

We will arrange to call people interested in the role for an informal discussion about the role and to answer any questions.

Support and Development

Our Quality and Safeguarding Manager will provide an induction to explain more about the project and the role ahead of the first meeting. He is available to answer any questions about the project, and to help you prepare and feel confident beforehand.

Location

The meetings will be held in the MS National Centre in Cricklewood, North West London. Our office has disabled access and parking. Reasonable expenses will be covered by the MS Society. Overnight accommodation can be provided if necessary. If you are unable to physically attend the meeting, we can also offer you the option to 'dial in' to the meeting via telephone.

How much time this will take?

- The Steering Group will meet approximately every three months.
- Your commitment will be needed from January 2016 until June 2017.
- These meetings will usually be held in London – while we would like to hold face-to-face meetings wherever possible, you will be able to join by telephone if needed.
- Meetings will be held in the afternoon to give everyone time to travel if attending in person. There will be time available to meet other people on the Steering Group.
- Some meetings may be held via teleconference – you will need to feel comfortable contributing on the telephone.

How do I apply?

Please answer the questions on the application form and return to Chris Evans (Quality and Safeguarding Manager).

Email: chris.evans@mssociety.org.uk.

The deadline is: 8 January 2016

What happens next?

Two people at the MS Society will shortlist the applications. Those shortlisted may be invited for an informal telephone discussion.