



Support groups for Support Volunteers

Welcome to the new support group for Support Volunteers. We'd like to introduce ourselves and tell you about our new and exciting service.

This new service has been developed in response to your feedback from our Support Volunteer survey and is designed to provide you with a safe space to share challenging issues and gain emotional support within a confidential group setting. Our aim is to support you in your much valued work in supporting people affected by MS.

The support group sessions:

- last for one hour
- take place over the phone (there is a Freephone number to call to join the group)
- are available up to four times a year (we encourage you to attend at least two)
- will include up to six Support Volunteers
- will be prompted by reminders and invites to participants
- are free to attend

The support group aims to:

- provide a confidential space to share, offload and debrief
- encourage peer support with other Support Volunteers
- enable you to share challenging cases, ideas, suggestions and alternative enquiry handling techniques
- promote good practices within the MS Society
- offer the opportunity to share experiences of dealing with suicidal, angry, distressed or hoax enquirers
- provide guidance and support with difficult issues

To book a session:

1. Open this link: [Support and Wellbeing Sessions](#)
2. Go to the filter on left column – choose Main Audience - choose Support Volunteer
3. Click the link for your preferred day and time
4. Click the registration link
5. Click the green box to register and follow the instructions

To join the conference call for your session please complete the following:

1. Dial 0808 189 2400 (This is a FREE number)
2. At the menu press 1 to enter the conference
3. Enter the access code 37529, then press #
4. State your name if prompted, then press #

What we'd like from you:

1. To complete a pre and post session questionnaire in order to improve the service we offer
2. To respect each other's views and opinions
3. To maintain confidentiality at all times about any issues discussed in the groups
4. To contribute within the group and make your voice heard
5. To give others the space to talk
6. To come to the groups with a role related point you'd like to share and discuss

Introducing the Support and Wellbeing Facilitators

Barbara Sujecka

I am a qualified counsellor and retired osteopath, working mainly with people with neurological conditions and long term disability. I also have the experience of working as an MS Helpline Support Officer. I sit on the MS Society Safeguarding Panel, and I also assist with the ongoing support of the MS Helpline Volunteers.

Sabrina George

My work experience has been within child and adolescent / family support teams within social services. I also work within a charitable housing trust in employment support helping residents finding employment. I am a qualified counsellor with a private practice supporting couples and individuals.



We aim to use our counselling skills to help you gain the most benefit from the support groups. As well as sharing Helpline expertise in enquiry handling techniques, the support groups provide a space to talk about difficult issues and offer emotional support.

Helpful Contacts

The groups will be providing you with a safe space to share challenging issues and gain emotional support within a confidential group setting. We will be unable to take on detailed case work difficulties, staffing problems, or training issues. For help with these matters, please see the following sign-posting list of who to go to:

Training/group issue: your LNO or deborah.redman@mssociety.org.uk

Safeguarding: safeguarding@mssociety.org.uk

Publications: MS Shop – 0208 438 0999

Individual emotional support: Helpline – 0808 800 8000

Fundraising/legacies/donations/membership/grants: Supporter Care – 0300 500 8084
supportercare@mssociety.org.uk