



My MS, My Rights, My Choices Information and Support Volunteer Volunteer Role Description

Why we need you

We're the MS Society – a community of people living with MS, scientists, campaigners, listeners, organisers, ambassadors and fundraisers. Our volunteers are a key part of achieving our goals and their support is vital. Join us.

The My MS, My Rights, My Choices project aims to improve the resilience, well-being and independence of people living with and affected my Multiple Sclerosis in Wales.

This cannot be achieved with the vital contribution of our Information and Support volunteers supporting the project, ensuring that no one faces MS alone.

What the role involves

This role may vary depending on needs, but is likely to include:

- Working on a one to one basis with the beneficiaries supporting their achievement of the My MS, My Rights, My Choices project's objectives
- Providing encouragement to people with MS through practical support and to assist them in building confidence and ability to self-manage
- Providing emotional support and befriending via the phone and face to face support to relieve and prevent social isolation
- Signposting and referring service users (with their consent) to other organisations and agencies, informing the respective IAA officer or manager of this action ensuring a consistent approach
- Reporting to the IAA officer or manager, any change in the service users' condition or circumstances which will affect their ability to maintain independence
- Recording accurate notes in line with policies and procedures
- Having an awareness of other agencies that may be providing services to the service user and work in harmony with any such service
- Promoting the project and the wider organisation
- Participating in training and development programmes appropriate to the role

We can support you to develop the skills you need for this role, including an induction into all the areas outlined. You will have a chance to discuss your role and any additional needs with us.

Together, we are strong enough to stop MS.

Multiple Sclerosis Society. Registered charity numbers 1139257/SC041990. Registered as a limited company in England and Wales 07451571.

What you need for this role

Essential

- Adopt an objective rather than a personal perspective
- Active listening, communication and interpersonal skills to empathise with someone's feelings and experiences
- Comfortable using the internet and email
- Recognise and respect a diversity of views, attitudes and lifestyles and maintain confidentiality
- Able to promote disability, equality and inclusion practices
- Able to keep people's personal details safe

Desirable

- Committed to our values
- Willing to develop skills and experience
- Able to support other volunteers
- Able to drive and have access to a car
- Experience or knowledge of safeguarding, data protection and confidentiality
- Knowledge of services local to the area
- Able to communicate in Welsh
- Recognises the limitations of role and own boundaries within that

What to expect

In order to volunteer in this role you will need to complete a disclosure check. For more information, click [here](#)

Whether your volunteering journey with us is long or short, we all make these commitments so we all know what to expect.

Our commitment

- Offer you a role that fits with your life
- Keep you and everyone safe
- Welcome you as an individual
- Help you learn your role and support you to learn as you go
- Reimburse your out of pocket expenses
- Listen to your feedback and welcome your ideas
- Value your personal contribution
- Keep you connected and up to date
- Thank you for the impact you deliver

Your commitment

- Respect the boundaries of your role and our Code of Conduct
- Keep yourself and others safe
- Value the contribution of others and the differences between us

Date created: March 2017

Date to be reviewed: January 2018

We regularly review our role descriptions to make sure they are up to date.

- Complete the necessary learning pathway for your role
- Contribute positively to our story
- Express your ideas
- Recognise the limits of your experience and expertise
- Stay connected and up to date
- Share your successes and learning

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