



Helpline Volunteer Volunteer Role Description

Our MS Helpline answers roughly 18,000 enquiries a year. We provide up to date information on MS, benefits, well-being and other relevant services. Whatever our callers' connection to MS is, we're here to support however we can.

As an MS Helpline Volunteer you'll provide emotional support and help our callers find the information they need.

In this role you will be able to improve your knowledge on social and medical issues, including statutory services and benefits and stay up to date with latest MS news. You'll learn active listening skills and ways to navigate difficult conversations.

Most importantly you'll help to make sure no one has to face MS alone.

What the role involves

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

- Offering emotional support and information in a non-judgemental and non-directive way to people affected by MS; primarily over the telephone.
- Developing an awareness of social and medical issues which relates to people affected by MS. This includes statutory services and welfare benefits.
- Use of our signposting tools and website to find services that can help people affected by MS and signpost when appropriate. Recording information about enquiries on our database in line with our data protection policy.
- Attending bi-monthly support groups by conference call.
- Keeping up to date with MS news and our work across the UK.

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

- Confident using the phone and a computer including Microsoft Word and Outlook, internet and email.
- Able to reflect on own work and willing to develop skills and experience.
- Willing to follow our policies, procedures and guidelines
- Able to apply disability, equality and inclusion practices
- Able to keep personal data safe at home
- Committed to our values
- Able to speak sensitively to individuals and maintain confidentiality
- Able to recognise and respect a diversity of views, attitudes and lifestyles
- Able to commit to regular helpline shifts
- To give reasonable notice of non-availability, where possible

In order to volunteer in this role you will need to:

- Complete mandatory training
- Read through your welcome and induction checklist

Additional information about our Volunteering programme:

When you volunteer with us, you join our powerful community of people living with MS, scientists, campaigners, listeners, organisers, ambassadors and fundraisers.

Our Volunteering Programme holds the prestigious Investing in Volunteers (iV) accreditation. This award recognises our dedication to ensuring all volunteers have an excellent experience – from when we recruit you, through supporting you to develop skills and experience, to recognising your achievements.

Our shared commitments help keep our Volunteering Programme enjoyable, meaningful and safe for everyone.

Download [Our Commitments](#) here.