



Support Volunteer Volunteer Role Description

Across the UK, our 270 local groups play a vital part in supporting people affected by MS. They provide sense of belonging, unity and friendship, and deliver services and support for the local MS Community.

As our local group Support Volunteer you'll help people affected by MS find information about local and national services. That could be helping someone access local information about the care or benefits they need or giving them a hand with a grant application.

In this role you'll be able to develop your listening and communication skills, as well as your knowledge of local services.

Most importantly you'll help people affected by MS to access the help they need.

What the role involves

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

- Informing people about health, care, benefits and other relevant services in the area
- Assisting people who require help to complete grant applications and helping to collate supporting paperwork
- Offering support to attend a social activity for the first time
- Reducing isolation by visiting hospitals or residential settings
- Helping the Lead Support Volunteer collate local services signposting lists
- Connecting people to other sources of help such as peer networks and social events
- Promoting our publications or web based services
- Signposting people to up to date information about services either from external sources or local groups
- Supporting the group's shared responsibility for designing and delivering services in line with our principles of quality service delivery so that they are safe, effective and have a positive impact on those using them
- Referring any in-depth support needs to our national Helpline

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.

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.

What you need for this role

Essential

- Empathetic listening and interpersonal skills
- Able to apply disability, equality and inclusion practices
- Able to adopt an objective view rather than a personal one
- Able to keep people's personal data safe
- Confident using Microsoft Office, the internet and email
- Able to understand and apply our risk management system

Desirable

- Committed to our values
- Keen to develop skills and experience
- Able to recognise limitations of the role and own skills
- Recognise and respect a diversity of views, attitudes and lifestyles and committed to maintaining confidentiality

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

- Read through your welcome and induction checklist
- Complete a disclosure check. For more information, click [here](#)
- Complete our Support Volunteer induction

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.