



# Passenger Assistant

## Volunteer Role Description

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Across the UK, our 270 local groups play an important 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 Passenger Assistant Volunteer you'll make sure people affected by MS are comfortable during their journey. You'll help people with MS in and out of our mini buses and provide all the support they need during their journey. You'll be on hand to make sure their journey is safe and enjoyable and help the driver load and unload any luggage.

In this role you'll develop your communication skills, learn how to manoeuvre wheelchairs and use the vehicle clamping system.

Most importantly you'll help people with MS get out and about and access services and support they need.

### What the role involves

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

- Assisting the driver to load and unload luggage and personal items in/ out of the vehicle
- Assisting passengers getting in/ out of the vehicle Supporting passengers during their journey and ensuring they are comfortably and safely settled before leaving
- Assisting passengers with refreshments during trips
- Undertaking all activities in line with the personal care policy.
- Supporting people on group organised outings

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.

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**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

- Able to apply disability, equality and inclusion practices
- Able to keep people's personal data safe
- Able to understand and apply our risk management system
- Physically able to manoeuvre wheelchairs, use the vehicle clamping system and assist visitors on arrival and departure
- Understanding and applying the personal care policy

### Desirable

- Committed to our values
- Willing to develop skills and experience
- Able to understand and follow external and internal policies and procedures
- Personable and approachable
- Friendly and welcoming manner

### 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](#)

## 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 (IiV) 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.