



Information and Support Volunteer

Volunteer Role Description

Across the UK we deliver vital services and provide support for people affected by MS. This allows us to instil sense of belonging, unity and friendship and connect people to relevant services and our local MS community.

As our Information and Support Volunteer, you will help people with MS overcome barriers in their life by accessing information about local and national services.

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

Most importantly you'll will support people affected by MS to access much needed help.

What the role involves

Your volunteering responsibilities may vary depending on need but are likely to include;

- Learning about the sources of support our service users need
- Liaising with our service users to understand their needs and supporting them to achieve their goals
- Regularly meeting with our services users to make sure they are on track with the support you provide
- Listening to and recording their views on the service as they leave the scheme
- Supporting them to improve their wellbeing, reduce stress, isolation and increase their social networks
- Supporting them to access our grants where appropriate
- Supporting them to access the benefits they are entitled to
- Signposting to support such as befriending services, health and social services and MS professionals and local group activities.
- Making referrals for further support if needed

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 will support you to develop the skills needed for this role. You will have a chance to discuss your role and any additional training or support needs with us.

What you need for this role

Essential

- Interest in or experience of being affected by MS
- Able to listen to, understand and see someone's feelings and experiences from their perspective
- Confident using Microsoft Office, the internet and email
- Able to keep people's personal information safe and confidential within the boundaries of the role
- Able to recognise and respect a person's individuality, no matter their needs, views, attitudes and lifestyle

Desirable

- Committed to our values
- Willing to develop skills and experience
- Can recognise limitations of the role and own boundaries
- Enjoy volunteering with people and as part of a wider team

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 Information and Support Volunteer induction and ongoing training programmes.

We will provide training and ongoing support to apply these in the role.

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.