



Volunteer Network Session

▶ Let's stop MS together



Introducing our new Community Networks Staff Team

▶ Let's stop MS together



Community Networks

Volunteer Support

Key aims:

- Provide day-to-day group support
- Support volunteer recruitment
- Host online info sessions

Engagement & Comms

Key aims:

- Produce regular comms to groups
- Create content for volunteer website
- Develop online info sessions

Policy & Performance

Key aims:

- Clarify group policies and processes
- Improve the systems groups use
- Monitor and report on impact

Regional / Community Development

Key aims:

- Network in the community
- Support local group partnerships
- Carry out annual group check

Notes to Slide 3

Our new Community Networks department consists of four teams working together to provide clear, consistent and joined-up support for our local groups.

Volunteer Support Team – See slides 8 to 16

Engagement and Communications Team

- Working to ensure you have all the information you need, when you need it, and presented in a way that works for you.
- Scheduling online events and sessions throughout the year.
- Finding new ways to share good news stories from across our group network.

Policy and Performance Team

- Working with volunteers to make sure our systems, policies and procedures are clear, consistent and easy for our groups to use.
- Working to understand and improve the positive impact our local work has on the lives of people we support.

Regional Development Team

- Working in the community to raise awareness of MS and the services we provide, through information events and networking activities.
- Supporting groups to form new partnerships and services.
- Carrying out an annual visit to groups to check that activities meet our organisational standards and legal obligations.

The Regional Development Officer (RDO) – or Community Development Officer (CDO) for N Ireland, Scotland or Wales – for your area will contact your group to introduce themselves.

We'll provide more information about the Engagement & Comms, Policy & Performance, and Regional Development teams in the coming weeks.

Introducing our Community Networks Managers

Volunteer Support



LAUREN SAMPSON

Volunteer Support
Manager

Engagement & Comms



DAVID LIGHT

Engagement &
Comms Manager

Policy & Performance



KIM YALLOP

Policy &
Performance
Manager

Regional Development



ABBY CASKIE

Regional
Development
Manager

Notes to Slide 6

The managers of our four new teams will be familiar names and faces to some of you.

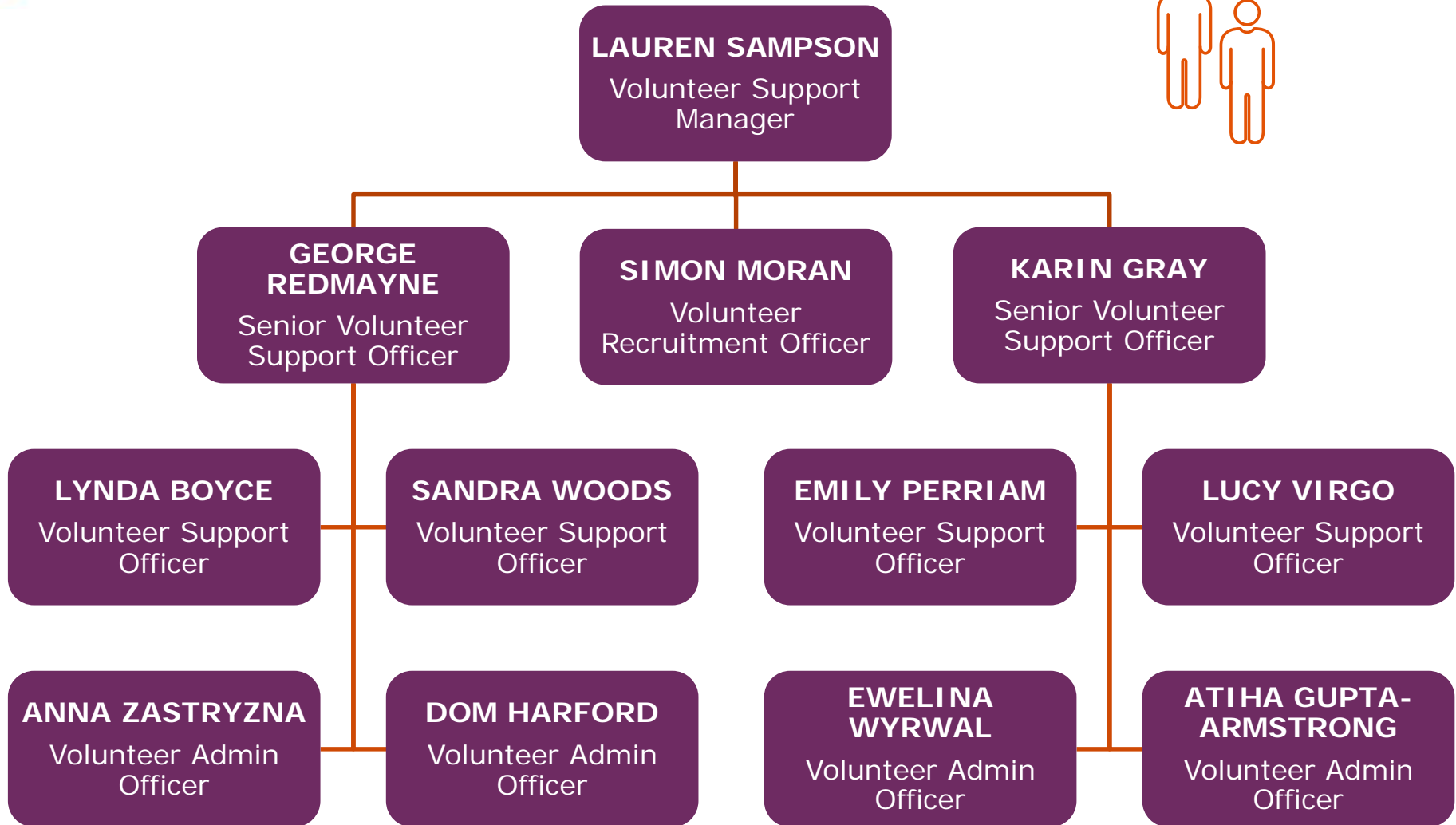
And, if you look in more detail at the structure of the Volunteer Support Team, you'll see more familiar colleagues, who have worked closely with volunteers and groups, and understand the needs and challenges.



Introducing our Volunteer Support Team

▶ Let's stop MS together

Volunteer Support Team





LAUREN SAMPSON

Volunteer Support
Manager

LIKES: Seaside,
countryside and child-
free spa days



**GEORGE
REDMAYNE**

Senior Volunteer
Support Officer

LIKES: Gardening,
tutoring and Ipswich
Town FC



KARIN GRAY

Senior Volunteer
Support Officer

LIKES: Plants, tea
and crosswords



SIMON MORAN

Volunteer
Recruitment Officer

LIKES: Guitars, films
and walking



**GEORGE
REDMAYNE**

Senior Volunteer
Support Officer
LIKES: Gardening,
tutoring and
Ipswich Town FC



LYNDA BOYCE

Volunteer Support
Officer
LIKES: Long walks,
family and
genealogy tracing



SANDRA WOODS

Volunteer Support
Officer
LIKES: Fairy tales,
grandchildren and
dog walks



ANNA ZASTRYZNA

Volunteer Admin
Officer
LIKES: Talking, car
boot sales and
coffee



DOM HARFORD

Volunteer Admin
Officer
LIKES: Cycling,
books and music

**KARIN GRAY**

Senior Volunteer
Support Officer

LIKES: Plants, tea
and crosswords

**EMILY PERRIAM**

Volunteer Support
Officer

LIKES: Days on the
beach, baking and
upholstery

**LUCY VIRGO**

Volunteer Support
Officer

LIKES: Her dog
(Mavis), veg
growing and running

**EWELINA
WYRWAL**

Volunteer Admin
Officer

LIKES: Hiking,
dancing and baking

**ATIHA GUPTA-
ARMSTRONG**

Volunteer Admin
Officer

LIKES: Cooking,
writing and politics

How to find support



Visit our Volunteer Website

<https://volunteers.mssociety.org.uk>



Call us

0300 500 8084 #3

Monday to Friday, 9am to 7pm



Email us

volunteersupport@mssociety.org.uk

What the Volunteer Support Team can help you with

We're on hand to help with the following;

- Requests to add/update volunteer or group information on our central database
- Guidance on finance, grants (for groups that offer grants), health & safety, data protection
- Technical support on systems (Portal, Web to Print, MS Society email accounts, etc)
- Support with group services and activities, and SLAs

Your named contact

Each group now has a named contact within the Volunteer Support Team to help resolve more complicated issues such as;

- Planning new activities or services
- Organising group mergers
- Resolving any specific challenges or disputes
- Attending GCT meetings if there is a specific need

Your named Volunteer Support Officer (VSO) will organise regular virtual drop-in sessions to support your volunteering.

Contact them via the Volunteer Support Team on

0300 500 8084 #3.

Volunteer Recruitment Officer – Simon Moran

- Works with all Community Networks groups (UK)
- Oversees REACH website for Community Networks Team and groups
- Responsible for recruitment/induction of Group Coordinators
- Offers recruitment advice to Community Networks groups
- Facilitates the Group Coordinator 'Share and Support' meetings



Keeping in touch

- Our Engagement & Communications Team will work to produce a schedule of online support sessions for volunteers throughout the year, on a variety of topics
- We'll keep you informed through regular updates
- We want to improve how we communicate with you
- If you'd like to help us review Teamspirit, please get in touch at **volunteercomms@mssociety.org.uk**



Specialist staff to help with...

Other specialist staff (in the Policy & Performance Team) are on hand to help with;

- Service development and assessing need
- Finance
- Health & safety
- Guidance to groups offering grants
- Safeguarding
- Policies and best practice
- Online systems

Additional support

For support with;

- Fundraising
- MS shop
- Donations
- Individual membership

Call **0300 500 8084** and choose the option you need.

MS Support

Deborah Redman and Barbara Sujecka will continue to provide regular support sessions, training and forums for Support Volunteers.



Thank you!



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Monday to Friday, 9am to 7pm



Email us
volunteersupport@mssociety.org.uk

Notes to Slide 20

We want to thank you for everything you've done for our community this year, especially through such difficult circumstances, when many of you will have been isolating yourselves.

Because of the pandemic, we've had to reduce the amount of staff support we can provide, but we're more determined than ever to work closely with our groups to make sure that people affected by MS have the local support they need.

In the meantime, we hope you're able to enjoy a peaceful festive break, and please don't hesitate to get in touch if you need any information or support.

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TOGETHER

Thank you

