



# Lead Support Volunteer

## Volunteer Role Description

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Across the UK, our 250 local groups play a vital part in supporting people affected by MS. They provide a sense of belonging, unity and friendship, and deliver services and support for the local MS Community.

As our local group Lead Support Volunteer you'll help recruit your local team of Support Volunteers. You'll support them to deliver telephone, face to face and online assistance to people affected by MS.

In this role you will be able to develop your leadership, communication, organisation and team building skills.

Most importantly you'll be helping your local group support people from our MS community to access information to help them live well with MS.

### What the role involves

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

- Coordinating and managing all communications with the MS Support team
- Recruiting new Support Volunteers where need is identified
- Reporting MS Support team issues and achievements to the group
- Ensuring that the MS Support activity meets the needs of the group
- Promoting the service in a range of ways, connecting and signposting MS Support Volunteers and those they support to other services
- Collating and maintaining up-to-date lists of relevant services including befriending services, benefits advice, health and social services and MS professionals
- Ensuring grant giving best practice is followed and continually monitored
- Representing the needs of people affected by MS and our services
- Developing a basic knowledge of statutory services and benefits relevant to people affected by MS
- Ensuring Support Volunteers recognise the boundaries of their role
- Promoting our information resources for people affected by MS (receiving and distributing printed copies where relevant)
- Exploring need for partnerships with other organisations such as the Citizens Advice Bureau

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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.

- 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

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

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

### Desirable

- Committed to our values
- Willing to develop skills and experience
- Self-aware of management style and able to support volunteers, recognising and maximising their skill sets and aspirations and helping them deal with any issues
- Able to recognise and respect a diversity of views, attitudes and lifestyles and maintain confidentiality
- Sympathetic to motivations and needs of volunteers

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

- Read through your welcome and induction checklist
- Complete our Support Volunteer induction
- If based in Scotland, undertake a PVG check

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

Download [Our Commitments](#) here.