



## Support Volunteer Volunteer Role Description

---

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 Support Volunteer you'll sign-post people affected by MS to information about local and national services. That could be helping someone access 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 befriending, 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:

- Signposting people to up to date information about services available from either the local group or external sources including benefit services and in respect of health and social care to their local Adult Social Care Services, MS clinical team or GP.
- Occasional assistance for people who require help to complete grant applications and helping to collate supporting paperwork
- Playing a befriending role with people affected by MS e.g. through visits, in accordance with the Society's lone working Policy, or telephone contact.
- Helping the Lead Support Volunteer collate local and national services signposting lists
- Connecting people to other sources of help such as peer networks and social events
- Promoting our publications or web based services
- 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

---

**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.

- Referring any in-depth support needs to our national Helpline

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 our Support Volunteer induction and mandatory training. Attend Support Forums and participate in ongoing training.
- 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.