



Transport 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 they deliver services and support for their local MS community.

For many people affected by MS, getting out and about is vital to their wellbeing. As a Transport Volunteer, you'll coordinate local transport to help make sure they can access our services, activities and events.

In this role you'll develop your understanding and knowledge of local services, improve your organisation and communication skills.

Most importantly you'll help people affected by MS get where they need to go and access their local group's services and activities.

What the role involves

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

- Providing information to people with MS about transport available from us or other local providers
- Ensuring that vehicles owned or maintained by the group are well kept and comply with our risk management policy
- Providing guidance and support for our Volunteer Drivers and Passenger Assistants
- Liaising and negotiating with local transport providers to ensure a high quality and cost efficient service
- Supporting the group's shared responsibility for designing and delivering services and activities in line with our principles of quality service delivery so that they are safe, effective and impactful

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.

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

- Knowledge of the local area and organisations that provide local transport
- Confident using Microsoft Office, the internet and email
- Able to understand and apply our risk management system
- 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
- Experience of delivering a local transport service
- Able to motivate others
- Enjoys being part of a team

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

- Complete the Welcome and Induction Checklist in the back of your [Welcome Pack](#) (opens in new window).
- Complete the training listed below:

Role specific training
Induction with your volunteer point of contact

- Complete a disclosure check. For more information, click [here](#)

Sources of support

We will ensure that whilst volunteering with us you will have access to all the support you need to feel comfortable, confident with what you are doing and able to achieve the most impact through your time with us.

In the first instance your Group Coordinator and Coordinating Team members are here to support you. They are responsible for leading the group, the group's finances, planning services and activities, making decisions and dealing with problems.

If your Group Coordinator isn't able to help, the Volunteer Support Team is the key staff contact for local groups:

volunteersupport@mssociety.org.uk

The Supporter Care Team is your point of contact for queries other MS Society departments. They can signpost you to the right person:

supportercare@mssociety.org.uk

Speaking to volunteers from other groups can be another source of support. This is something you could organise yourself or by attending meetings organised by the Volunteer Support Team which bring together other groups and volunteers.

Upcoming workshops are posted on our volunteer website:
volunteers.mssociety.org.uk/events

Our Group Handbook offers guidance on the practices and procedure groups should follow: volunteers.mssociety.org.uk/group-handbook

Other staff who can support you are listed on our volunteer website:
volunteers.mssociety.org.uk/volunteering-with-us/staff-support

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.