



Group Coordinator 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.

As our local Group Coordinator you'll take the lead in making sure your local group works as effectively as possible. You'll recruit, induct and support other group volunteers to make sure your group's activities meet the needs of your local MS community.

In this role you'll be able to develop your leadership, management, communication, organisation and motivation skills.

Most importantly you'll help drive change for your local MS community.

What the role involves

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

- Coordinating the activities of our local group to meet the needs of the local MS community
- Coordinating the recruitment, induction and ongoing support of new local group volunteers
- Leading the group's shared responsibility for planning and reporting expenditure and income
- Approving income and expenditure with the other group bank account signatories and ensuring with the Finance Volunteer, that our financial requirements and policies relating to groups are followed
- Ensuring the group's activities comply with policies in order to keep people safe
- Regularly communicating and acting as a key contact between staff and volunteers
- Ensuring disclosure checks are completed and witnessed for volunteer roles that need them
- Leading the group's 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

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 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

- Willing to ask and understand what people affected by MS need and want
- Committed to our values
- Sympathetic to motivations and needs of volunteers
- Able to promote disability, equality and inclusion practices
- Able to keep people’s personal data safe
- Able to understand and follow external and internal policies and procedures
- Confident using Microsoft Office, the internet and email

Desirable

- Self-aware of own management style and able to lead a team, taking a supporting and coaching approach with other volunteers
- Able to communicate to different audiences, including decision makers and volunteers
- Able to delegate and motivate the activity of others
- Enthusiastic about creating change in the local area and passionate about the issues that affect people with MS
- Willing to develop skills and experience

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:

Must do training	Role specific training
Data protection eLearning	Induction with your volunteer point of contact
Health and Safety for group volunteers eLearning	
Safeguarding for volunteers eLearning	

- If based in Scotland, or in some operational circumstances in England, Wales and Northern Ireland, undertake a disclosure check

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.

You lead the Coordinating team. Formed with the Finance Volunteer and at least one other volunteer, you have a shared responsibility for the group's finances, planning services and activities, making decisions and dealing with problems.

Meeting the rest of your Coordinating Team will give you an insight into what the group does, what activities and services are currently offered and what the team would like to develop in the future.

The Volunteer Recruitment Officer (VRO) is responsible for your induction. They are your point of contact for any initial queries, can signpost you to the right person and can offer support:
volunteerrecruitment@mssociety.org.uk

Your staff contact for all questions relating to your group's activities is your Volunteer Support Officer (VSO). If you haven't already, you will be introduced to your VSO soon and they will introduce you to your fellow Group Volunteers: volunteersupport@mssociety.org.uk

Your staff contact for developing your group services and creating new partnerships is your Regional Development Officer (RDO) in England and Community Development Officer (CDO) in Scotland, Wales and Northern Ireland:
<https://volunteers.mssociety.org.uk/news/2020/12/introducing-regional-development-officers-and-community-development-officers>

Speaking to volunteers from other groups can be another source of support. This is something you could organise yourself, or ask your VRO to support you with. There are also meetings and forums organised by the Volunteer Support Team that bring together other groups and volunteers.

Our Support and Wellbeing Facilitator is here to support you if you want to confidentially debrief a difficult situation, safeguarding or discuss any emotional issues: supportwellbeing@mssociety.org.uk

Our Programme Lead – MS Support is available, if your Group has Support Volunteers, to provide you with access to training and ongoing assistance with recruitment if needed. They can help you with any issues

coming up within the Group and maintain contact with all our Group based Support Teams on a regular basis: support@mssociety.org.uk

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

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

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.