



## Helpline Volunteer Role Description

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Our MS Helpline answers roughly 19,000 enquiries a year. We provide up to date information on MS, benefits, well-being and other relevant services. Whatever our callers' connection to MS is, we're here to support however we can.

As MS Helpline Volunteer, you'll provide emotional support and help our callers find the information they need.

In this role, you will be able to improve your knowledge on social and medical issues, including statutory services and benefits and stay up to date with latest MS news. You'll learn active listening skills and ways to navigate difficult conversations.

Most importantly you'll help to make sure no one has to face MS alone.

### What the role involves

- Offering emotional support and information in a non-judgemental and non-directive way to people affected by MS, over the telephone.
- Developing an awareness of social and medical issues that may affect people with MS. This includes such as statutory services and welfare benefits.
- Use of our signposting tools and website to find services that can help people affected by MS and signpost when appropriate. Recording general information about enquiries on our database in line with our data protection policy.
- Attending bi-monthly support groups by conference call.
- Keeping up to date with MS news and our work across the UK.

We can support you to develop the skills you need for this role, this will include an induction into all the areas outlined. You will have a chance to discuss your role and any additional needs you may have with us.

### What you need for this role

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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.

- Excellent listening, communication, and interpersonal skills
- The ability to be empathetic – able to put yourself in someone else’s shoes
- Confident using the phone and a computer including Microsoft Word and Outlook, internet and email.
- Able to reflect on own work and willing to develop skills and experience.
- Willing to follow our policies, procedures and guidelines
- Able to apply disability, equality and inclusion practices
- Able to keep personal data safe at home
- Committed to our values
- Able to speak sensitively to individuals and maintain confidentiality
- Able to recognise and respect a diversity of views, attitudes and lifestyles
- Able to commit to regular helpline shifts
- To give reasonable notice of non-availability, where possible

**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:

<b>Must do training</b>	<b>Role specific training</b>
Data protection eLearning	Induction with your volunteer point of contact
Safeguarding for volunteers eLearning	Helpline Volunteer role training

- Have your own computer and broadband at home

**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 this role the Senior Helpline Support Officer is your staff contact and is here to support you in your role and answer your questions about what you’ll be doing and your learning.

The Supporter Care Team is your point of contact for queries to MS other Society departments. They can offer support and signpost you to the right person: [supportercare@mssociety.org.uk](mailto:supportercare@mssociety.org.uk)

Speaking to other volunteers from can be another source of support. This is something you could organise yourself or ask your volunteer point of contact to do for you.

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

Our [Volunteers Website](#) offers guidance on the practices and procedure you should follow: [volunteers.mssociety.org.uk](https://volunteers.mssociety.org.uk)

## 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.