



Lead Support Volunteer

Volunteer Role Description

Across the UK, our Lead Support Volunteers play a vital part in supporting people affected by MS. Either based within the local MS Society Group or whilst supporting local or national projects, 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 a 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 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:

- Coordinating and managing all communications with the MS Support team
- Recruiting new Support Volunteers where the 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 or the project
- 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)

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.

- Exploring need for partnerships with other organisations such as the Citizens Advice Bureau
- Supporting the 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 the motivations and needs of volunteers

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
MS Support Induction training eLearning	
Safeguarding for volunteers eLearning	

- If based in Scotland, undertake a PVG 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.

If you are volunteering within the Community Network group, 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

For Lead Support Volunteers who are volunteering with a local or national project, the source of support is the person who recruited you to your role.

Additionally, for all Lead Support Volunteers your staff contact to help you deliver the Support Volunteer service is Deborah Redman. She will be able to answer questions about your role, your learning, boundaries and where you can get more information: deborah.redman@mssociety.org.uk

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

supportercare@mssociety.org.uk

Speaking to other Lead Support Volunteers or volunteers who are part of the Community Network 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 Support and Wellbeing Facilitators offer telephone group sessions to share good practice, celebrate your successes and work through any challenges with other MS Support Volunteers in your area. You can contact them at supportwellbeing@mssociety.org.uk

Our MS Helpline provides support and information to anyone affected by MS, including you, our volunteer: mssociety.org.uk/ms-helpline

Other 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 procedures 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.