



Living Well Facilitator

Volunteer Role Description

Across the UK, our 250 local groups play crucial part in supporting people affected by MS. They provide sense of belonging, unity and friendship, and deliver services and support for the local MS Community.

As our Living Well Facilitator you'll help our Training Providers deliver sessions supporting people to manage their MS. You'll use your experience of living with MS to plan, organise, deliver and review the programme.

In this role you'll be able to develop your organisation, communication and presentation skills and share your experiences of living with MS with other people.

Most importantly you'll be able to support people with MS to live their lives to the full.

What the role involves

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

- Attending training sessions to learn about living well with MS
- Meeting with training partner to plan and organise training sessions locally
- Facilitating training sessions with another volunteer or the Living Well Coordinator
- Liaising with the Living Well Coordinator to plan, organise, facilitate and review sessions as necessary
- Ensuring attendees and volunteers are safe and supported
- Communicating any concerns regarding any aspect of the course or attendees to the Living Well Coordinator or Living Well Lead
- Take part in mandatory refresher training

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

- Attend training and development opportunities
- Due to the nature of the programme, this role requires you to be living with MS
- Demonstrative ability to manage when and how to share your experiences appropriately
- Willing and able to follow our guidance and feedback and implement changes to practice upon receiving feedback
- Able to apply disability, equality and inclusion practices
- Confident using Microsoft Office, the internet and email
- Able to keep people's personal data safe

Desirable

- Committed to our values
- Keen to develop skills and experience
- Enjoys working as part of a team
- Has a clear understanding of our personal care and safeguarding policies
- Organised and able to plan
- An effective, clear communicator
- Comfortable speaking in front of groups
- Comfortable to share own experience of living with MS
- Positive role model for self- management
- Effective facilitation skills, demonstrating the ability to manage group discussions and covering course material within time allocated
- Previously attended a Living Well course

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
Safeguarding for volunteers eLearning	Induction with your volunteer point of contact Living Well with MS training programme

- Complete a Protection of Vulnerable Groups (PVG) 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.

The Living Well Programme Coordinator is your staff contact and is here to support you, answer questions about what you'll be doing and your learning. You can contact them at volunteerScotland@mssociety.org.uk

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

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

Speaking to volunteers from other areas 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 volunteers.

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

Other staff who can support you are listed on our volunteer website: 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

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.