



Passenger Assistant

Volunteer Role Description

Across the UK, our 250 local groups play an important 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 Passenger Assistant Volunteer you'll make sure people affected by MS are comfortable during their journey. You'll help people with MS in and out of our mini buses and provide all the support they need during their journey. You'll be on hand to make sure their journey is safe and enjoyable and help the driver load and unload any luggage.

In this role you'll develop your communication skills, learn how to manoeuvre wheelchairs and use the vehicle clamping system.

Most importantly you'll help people with MS get out and about and access services and support they need.

What the role involves

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

- Assisting the driver to load and unload luggage and personal items in/ out of the vehicle
- Assisting passengers getting in/ out of the vehicle Supporting passengers during their journey and ensuring they are comfortably and safely settled before leaving
- Assisting passengers with refreshments during trips
- Undertaking all activities in line with the personal care policy.
- Supporting people on group organised outings

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

- Able to apply disability, equality and inclusion practices
- Able to keep people's personal data safe
- Able to understand and apply our risk management system
- Physically able to manoeuvre wheelchairs, use the vehicle clamping system and assist visitors on arrival and departure
- Understanding and applying the personal care policy

Desirable

- Committed to our values
- Willing to develop skills and experience
- Able to understand and follow external and internal policies and procedures
- Personable and approachable
- Friendly and welcoming manner

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

- 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.