



Peer Support Volunteer Volunteer Role Description

Across the UK we deliver vital services and support for people affected by MS. We connect people to our services and support, and to other people in our MS community. This helps to create a sense of belonging, unity and shared experiences.

As our Peer Support Volunteer, you'll help people with MS overcome barriers in their lives by sharing your own experiences of MS and signposting to local and national services.

In this role, you'll be able to develop your listening, communication and people skills, as well as your knowledge of MS and local services.

Most importantly, you'll support people affected by MS to access the help they need.

What the role involves

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

- Sharing your own experiences of MS
- Learning about the sources of support our service users need
- Liaising with our service users to understand their needs and supporting them to achieve their goals
- Supporting service users to improve their wellbeing, reduce stress, isolation and increase their social networks
- Signposting to other sources of support, including our Living Well services, Helpline, health and social services, MS professionals and local group activities
- Regularly meeting with our services users to make sure they are on track with the support you provide
- Listening to and recording their views on the service as they leave the scheme.

You can carry out this role from home or one of our national offices, depending on where the role is based. We will support you in remote volunteering and in developing the skills you need for this role, including

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.

an induction into all the areas outlined. You will have a chance to discuss your role, claiming expenses and any additional needs with us.

What you need for this role

Essential

- Experience of being affected by MS
- Able to listen to, understand and see someone's feelings and experiences from their perspective
- Committed to our values
- Able to recognise and respect a person's individuality, no matter their needs, views, attitudes and lifestyle
- Confident using Microsoft Office, the internet and email
- Able to keep people's personal information safe and confidential within the boundaries of the role

Desirable

- Willing to develop skills and experience
- Can recognise limitations of the role and own boundaries
- Enjoy volunteering with people and as part of a wider team

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
Safeguarding for volunteers eLearning	Complete Peer Support training

- 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 this role you will predominantly be supported by the staff members who recruited you to the role. They will be able to answer questions about what you'll be doing, your learning and where you can get more information.

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

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.